

**NEVADA
EARLY
INTERVENTION
SERVICES**

**NEIS
ANNUAL
FAMILY
SURVEY
2007**

JULY 26, 2007

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Federal Mandate

States are federally mandated by the Office of Special Education Programs to conduct and report the results of an Annual Family Survey. The Nevada Family Survey and this report were completed during the second quarter of 2007 and the end of the fiscal year.

Development of the Survey

The Nevada Family Survey was developed in 2006 by a representative task force consisting of family members and staff from Nevada Disability Advocacy and Law Center, Nevada PEP, Nevada University Center for Excellence in Developmental Disabilities, Part C, NEIS, and Early Childhood Education. An Educational Consultant from Western Regional Resource Center provided organizational support and guidance. Task force members included: Yvonne Brueggert, Mary Ballinger, Rhett Dermody, Robin Hickman, JoAnn (JJ) Johnson, Robin Kincaid, Edith King, Brad Lenhardt, and Alan Mandell. The Family Survey was approved by Part C services and the Nevada Interagency Coordinating Council (ICC). The survey was translated into Spanish and sent to families identified as primarily Spanish speaking. A copy of the survey (scaled to size and in English) and the letter that accompanied it are included in Appendix A.

Survey Method

The report is organized by survey questions 1-33, which include both demographic information (Questions 1-13) and ratings of services and supports from NEIS (Questions 14 -33). Each illustration provides the total statewide response and the regional responses (Northeast, Northwest, South) to each question by percentages. Each illustration also provides the total and regional number of responses for each question. Question 34 was open-ended asking: *Is there anything else you would like us to know about your child's and family's participation in the early intervention program or process?* Beginning on page 20, the last six pages include each of the verbatim narrative comments (119), from the surveys, grouped by region.

Survey Results

This year, 916 Surveys were mailed in May 2007 to Nevada families whose children received early intervention services from NEIS or Easter Seals of Southern Nevada in any of the three regions of the state. Families were selected to receive the survey if they had an active IFSP for at least six months between July 1, 2006 and June 30, 2007 (the federal fiscal year 2006 and the state fiscal year 2007). A total of 583 surveys (571 to NEIS South and 14 to Easter Seals of Southern Nevada) were sent to families in the South; 288 surveys were sent to families in the Northwest; and 47 surveys were sent to families in the Northeast. A letter that accompanied the survey asked for its return by June 29. Final analysis of the Family Surveys took place on July 18, 2007. A total of 212 surveys were returned in time to be included in the analysis, yielding a return rate of 23%. By region, a total of 125 surveys were returned from NEIS South for a return rate of 21.5%, 1 from

Easter Seals of Southern Nevada for a return rate of <1%, 71 were returned from the NEIS Northwest for a return rate of 25%, and 15 were returned from NEIS Northeast for a return rate of 30%.

In general, one person's response in the Northeast is equal to 6.66% of the total responses for that region. One person's response in the Northwest is equal to 1.4% of the total responses for that region. One person's response in the South is equal to .8% of the total responses for that region. And one person's response from Easter Seals of Southern Nevada is equal to 100% of the total responses for that region. There is a small amount of variation to this in that not all respondents answered every question, so the total number of responses and consequently the percentages may fluctuate statewide and in regions depending on the question. Also, because there was only one Survey returned from a family receiving intervention from Easter Seals of Southern Nevada, it was excluded due to insufficient sample size and would provide no significant effect on the results.

A total of 33 surveys (about 16%) were returned in Spanish and were translated through a three-tiered process to insure reliability of translations. Additionally, 17% of the survey respondents from all regions, or about 35 of the surveys, reported that Spanish was the primary language used in the home.

As a comparison to the survey conducted in December of 2006, demographic results are very similar for most questions. However, there were a few differences between the first and current survey results. Caregivers' age in the 2006 survey ranged from 19 to 62. Caregivers' age in the current 2007 survey ranged from 19 to 78, with three surveys reporting caregivers ages at 63, 69 and 78. Children's ages at the time of survey reported a large increase in birth-1 year olds from 2006 to 2007 surveys. In the 2007 survey the length of time the child has received intervention services doubled from the 2006 survey in the 6 months-1-year range and decreased in all other ranges except 2 ½-3 years.

Generally, the satisfaction results of the survey are quite positive. Based on family satisfaction literature, a majority of family responses obtained are generally at 90% agreement or higher or are rated very high/very satisfied/very pleased in 5 point Likert scales (McNaughton, 1994; Bailey, Scarborough, Hebbeler, Spiker, Mallik, 2004; Hebbeler, Spiker, Bailey, Scarborough, Mallik, Simonsson, Singer, Nelson, 2007). In all but three questions, the Nevada Family Survey responses were 90% or above in strongly agree or agree with survey questions. The 2006 survey had four questions below 90% agreement. The three questions in the 2007 survey in which agreement was below 90% were questions 25, 28, and 30. Questions 28 and 30 were also rated below 90% in the 2006 survey results.

Question 25, *As a team member of our child's early intervention program, when we/I or one of my family members have a concern about our child's or family's needs, it is addressed in the IFSP in a timely manner*: had 89% agreement. This percentage is still quite high, however it was 2 percentage points lower than the 2006 survey results. 6% of the responses disagreed (disagree and strongly disagree) with the question and 5% were not sure.

Question 28, *The supports and services we/I receive help meet our child's developmental needs*: had 88% agreement. This percentage is still quite high, and increased 2 percentage points from the 2006 survey. 7% of the respondents disagreed with the question and 5% were not sure.

Question 30, *We/I have received information about and/or have been helped to access community resources: for example, Early Head Start, WIC, Nevada Check-up, and support groups*: had the lowest percentage agreement of all the questions at 80%, one percentage point below the 2006 survey. Concomitantly, it also had 14% percent disagreement (the highest percent disagreement of all questions) and 7% were not sure (also the highest percent rating of not sure of all questions).

Questions 16, *We/I believe our child is benefiting from early intervention*: appears to be a linchpin of the survey. Using a chi square statistical analysis, comparing question 16 with all others, we

found a significant consistent relationship of negative responses between question 16 and all other questions of satisfaction (14-33). In other words, respondents who rated Question 16 as disagree or strongly disagree, generally rated the other questions in the same way.

Question 34 of the Family Survey asks: *Is there anything else you would like us to know about your child's and family's participation in the early intervention program or process?* A total of 119 of the 219 (54%) Family Surveys that were completed and returned contained narrative comments to this question. There were 62 narrative comments from the South, 46 from the Northwest and 11 from the Northeast. The comments were analyzed for themes, both for positive feedback and for improvement suggestions. Overall, 74% or 84 of the comments contained very positive feedback and followed a number of themes. Themes identified throughout included: 1) families benefit from working with NEIS as in—gained information, skills, hope, guidance, confidence, understanding, support and resources from NEIS; 2) many professionals from NEIS were either named or referred to and associated with professionalism, courteous and non-judgmental behavior, friendliness, or provided extra assistance; 3) a mixture of comments that included good coordination of services, access to NEIS classes and staff as a group; and finally 4) several comments that expressed sadness, nostalgia, and concern that their child was turning or turned three and they would be leaving NEIS and moving on to new providers. These comments reflect overall positive results from the Family Survey. Most of the survey respondents are quite satisfied and see no need for improvements.

There were a total of 31 narrative comments that provided suggestions for improvement (20 from the South, 9 from the Northwest and 2 from the Northeast). These suggestions focused on two main themes: 1) services and 2) professionals. Analyses of the first theme, services, identified a total of 18 narrative comments to this question. Comments that focused on this theme mentioned inadequate, infrequent, delayed or lack of services provided. Analysis of the second theme, professionals, identified a total of 13 narrative comments to this question. Comments from families indicated their service providers were unprepared or did not have the appropriate skills or education for their child's needs, did not provide enough information and community resources, did not practice confidentiality, did not return calls or were difficult to contact, were not courteous, were intrusive, did not speak Spanish, were incompatible with the families and were spread too thin to provide the necessary support that families need. Additionally, two comments from foster families indicated they believed they were treated differently because they were foster parents.

Survey Discussion

The NEIS Annual Family Survey results were generally very positive with all but three questions at 90% or higher agreement. Analyses between caregiver, gender, ethnicity, ages, length of time in service, or primary language and satisfaction did not identify any strong correlations. Questions 25, 28, and 30 refer to timeliness, family supports and services, and access to resources in terms of addressing concerns, meeting developmental needs, and seeking information and reaching goals.

Analyses of the narrative section of the survey also found generally positive comments. While a larger number of families indicated they were very pleased and satisfied with their relationship with NEIS, we encourage the NEIS regional centers to address family's suggestions for improvement.

There were a total of 31 narrative comments that provided suggestions for improvement. In the first theme, NEIS may not be able to increase and improve services to address all of these concerns due to budgets, staff, and logistics associated with out of control growth. However anticipating the potential for families as consumers to believe services do not meet their needs could lead to better, advanced, and more regular communication with them. In the second theme, improvement in professionals' behavior and knowledge could also be addressed by using better communication skills,

teaming new staff as apprentices to highly skilled and respected, mature and experienced staff to acquire necessary professional behaviors and skills. NEIS might also consider rewarding staff that continue to enhance their skills with continuing education courses, classes and seminars. Addressing these comments as suggestions for improvement may lead to improved results and more positive comments. If NEIS wants greater satisfaction and improved Family Survey results we suggest they focus specifically on the narrative suggestions for improvement.

The intent of Question 30 was to determine if early intervention services provided information or access to resources when families needed it. We believe the question is important, however the way in which it is phrased might be misleading caregivers to believe they should be getting the four identified resources regardless of need. If this is so, we are unable to draw any reliable or valid conclusions from it. We suggest the question be rephrased or reworded in the next survey to not suggest specific resources and to ask families IF they requested resources were they provided.

The analyses found that respondents were generally consistent in their scoring throughout the survey (i. e. , respondents gave most questions the same rating). Further, those who consistently gave significantly low ratings also provided more negative comments.

Generally, there is no significant difference between any of the regions for disagree and strongly disagree. Due to the low population, and consequently low number of surveys and responses in the Northeast, it is impossible to make any statistical comparisons. For future comparison it might be beneficial to combine and analyze the Northwest and Northeast regions as a single analytical unit or single entity. Based on the reported percentages, it would be incorrect to assume more negative responses came from one region than another.

There were three respondents in the 2007 survey who uniformly responded to every question with 'strongly disagree'. One of these responders was from the Northwest region and two were from the South region.

Due to the number of respondents who indicated Spanish as their preferred language, we suggest that all families who receive the surveys get one in each language and they can then return the one that they choose to complete. We believe it might result in more survey's being returned.

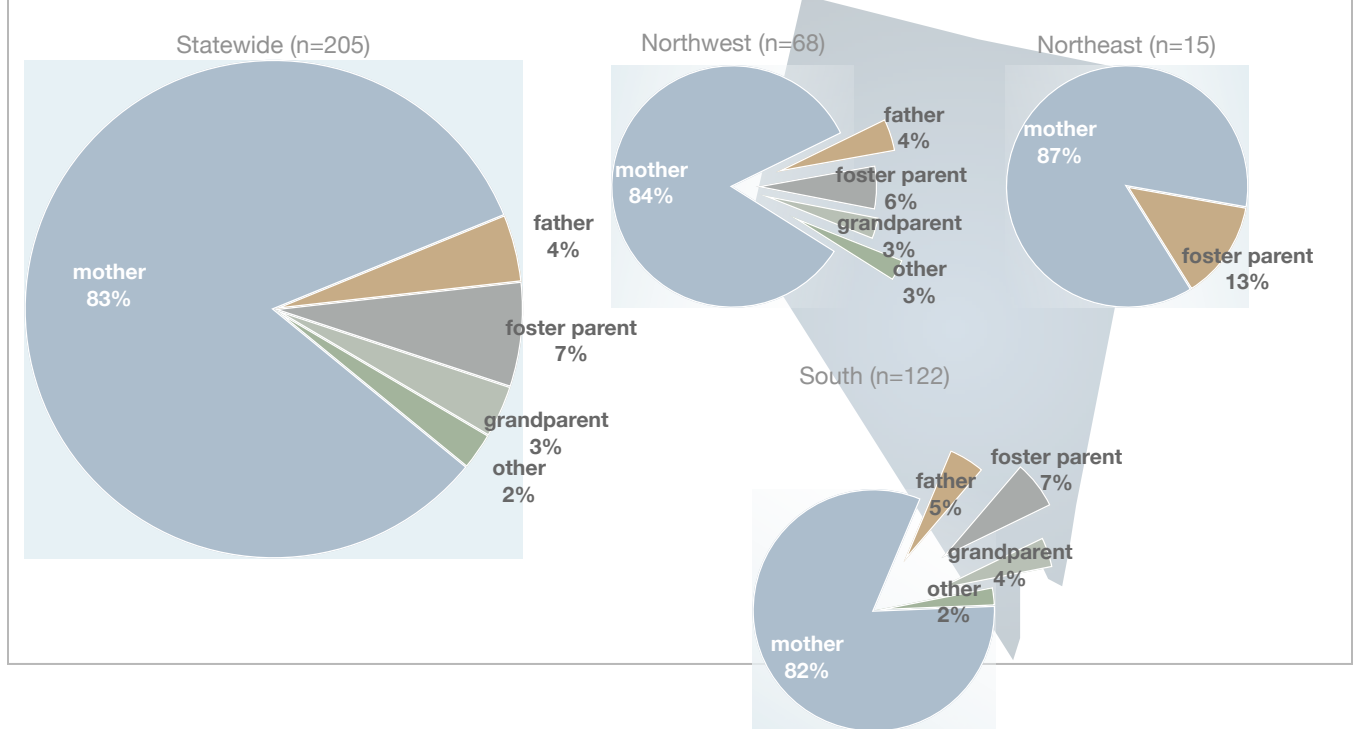
Citations

Bailey, D. , Scarborough, A. , Kebbeler, K. , Spiker, D. , & Mallik, S. (2004). National Early Intervention Longitudinal Study: Family outcomes at the end of early Intervention. SRI, International, Menlo Park, CA.

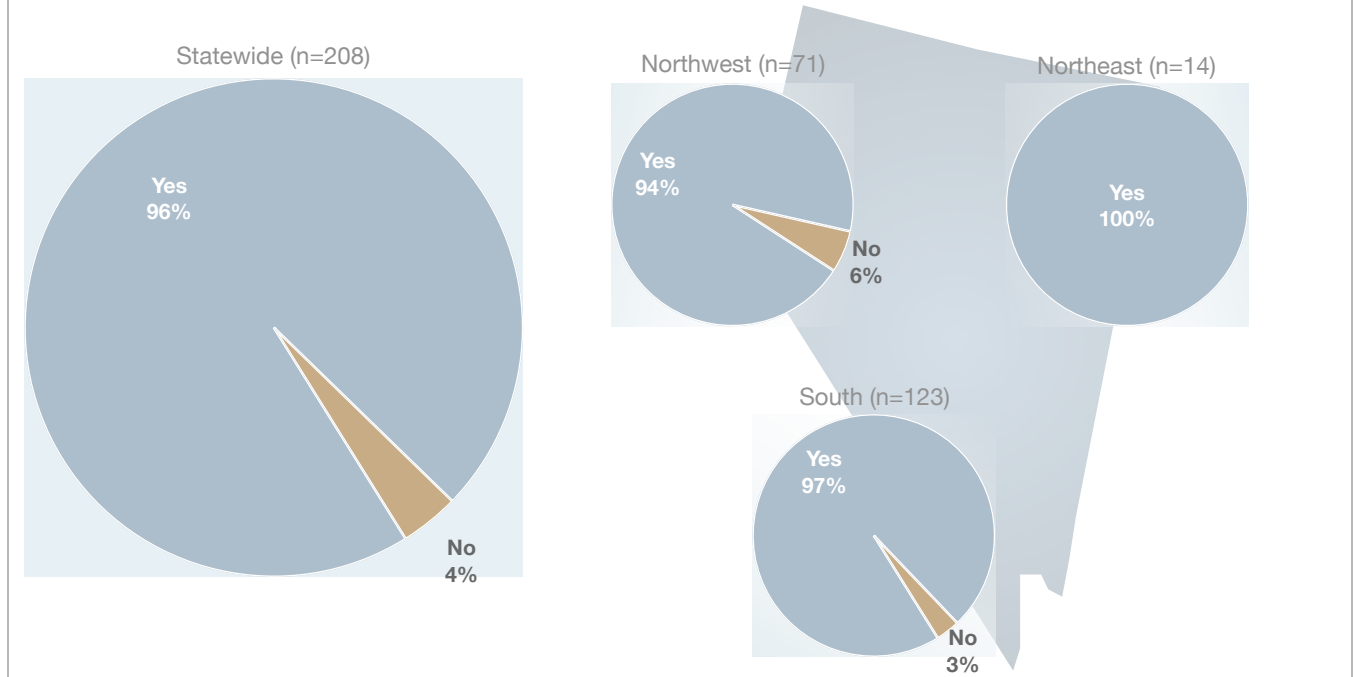
Hebbeler, K. , Spiker, D. , Bailey, D. , Scarborough, A. , Mallik, S. , Simeonsson, R. , Singer, M. , & Nelson, L. (2007). Early Intervention for infants and toddlers with disabilities and their families: Participants, services, and outcomes.

McNaughton, D. (1994). Measuring parent satisfaction with early intervention programs: Current practice, problems and future perspectives. *Topics in Early Childhood Special Education*, 14:1, 26-48.

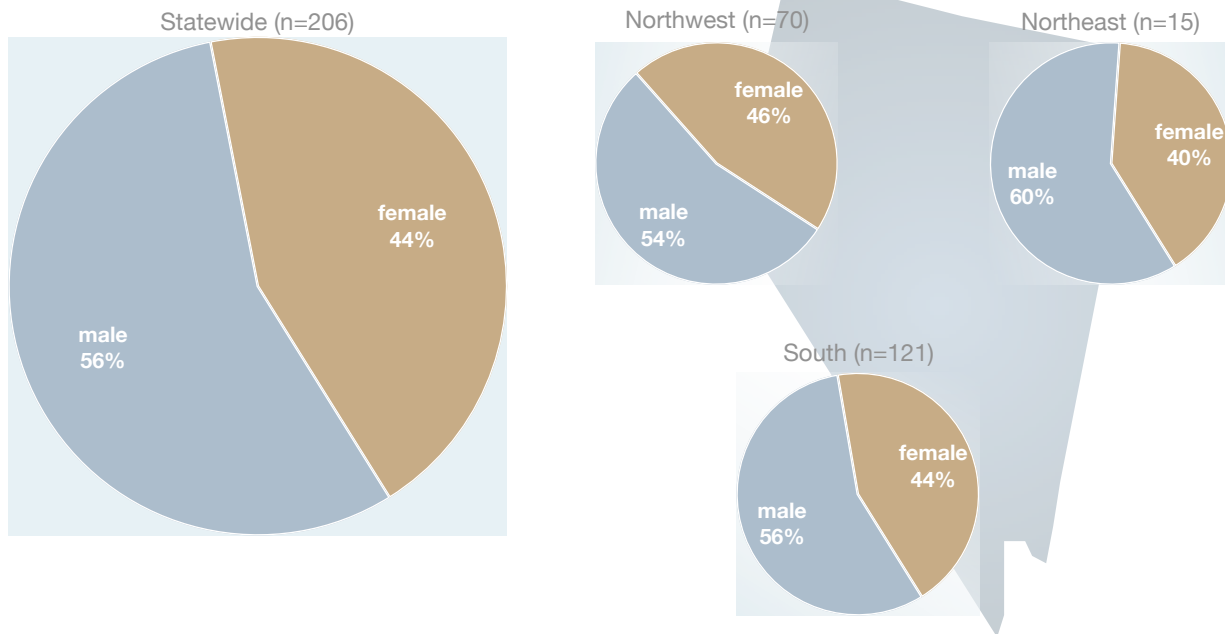
Q1: What is your relationship to the child?



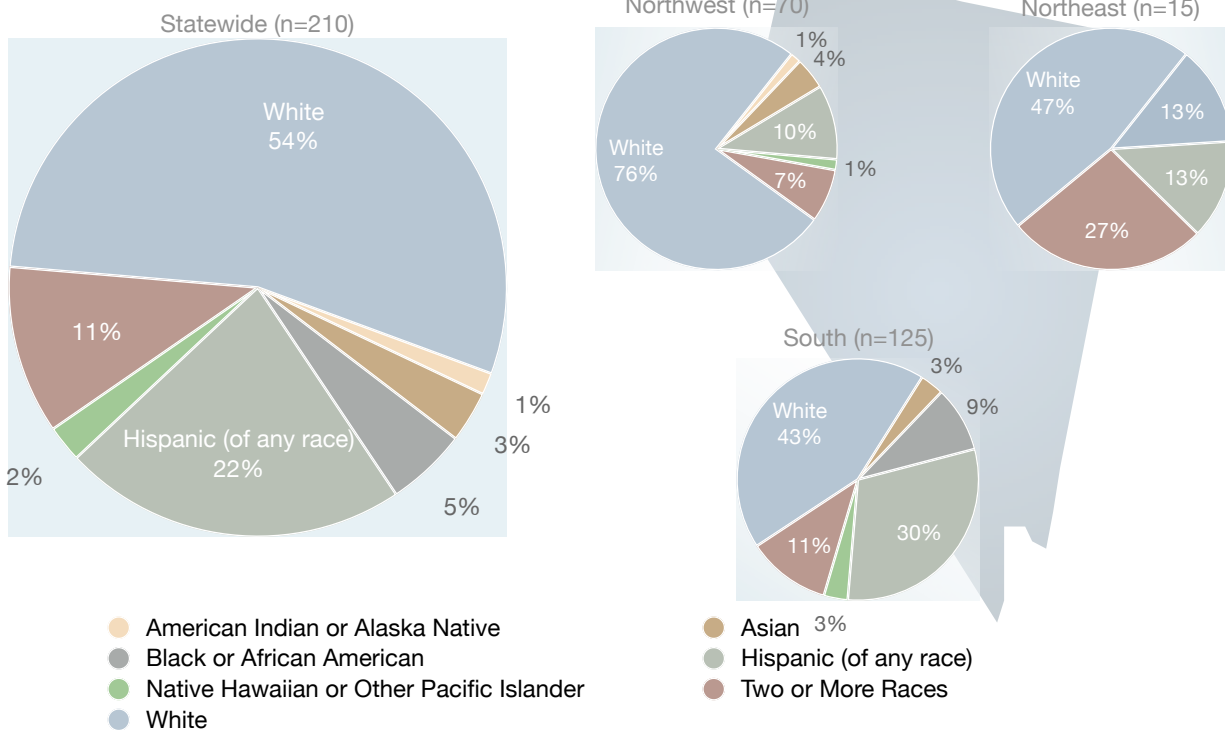
Q2: Do you take care of the child the majority of the time?



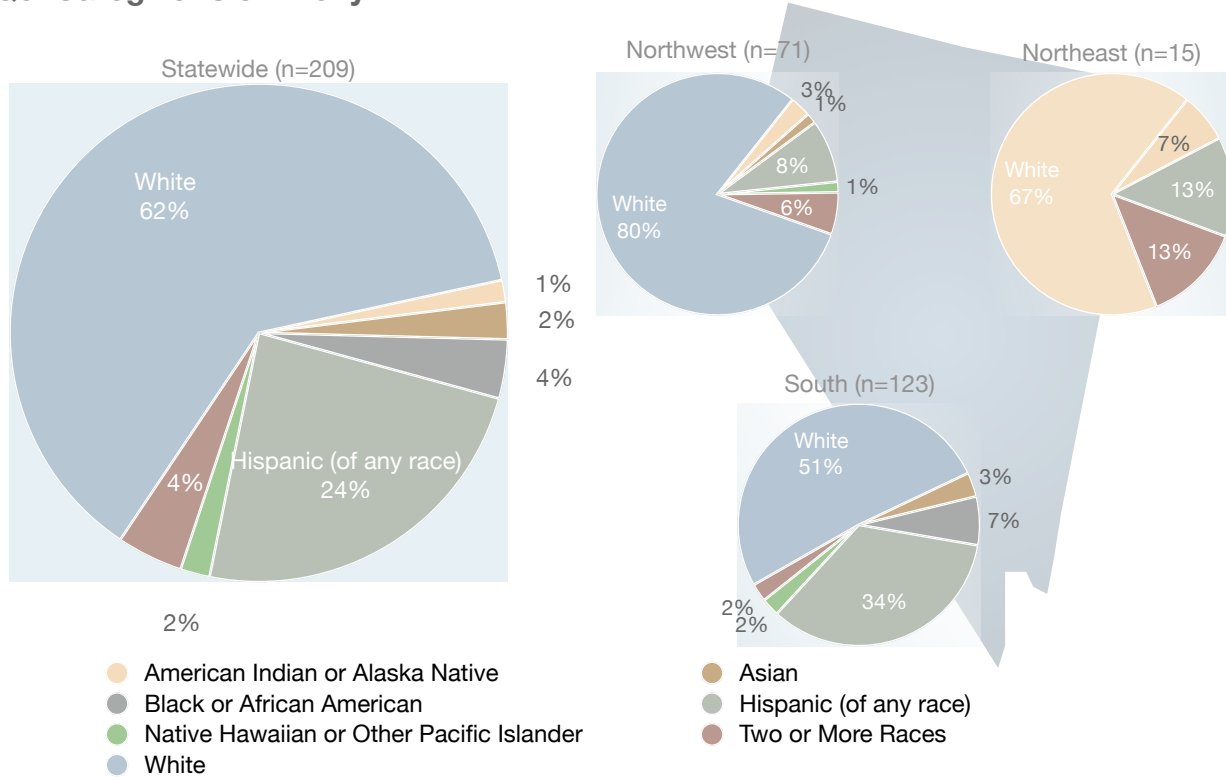
Q3: Child's gender



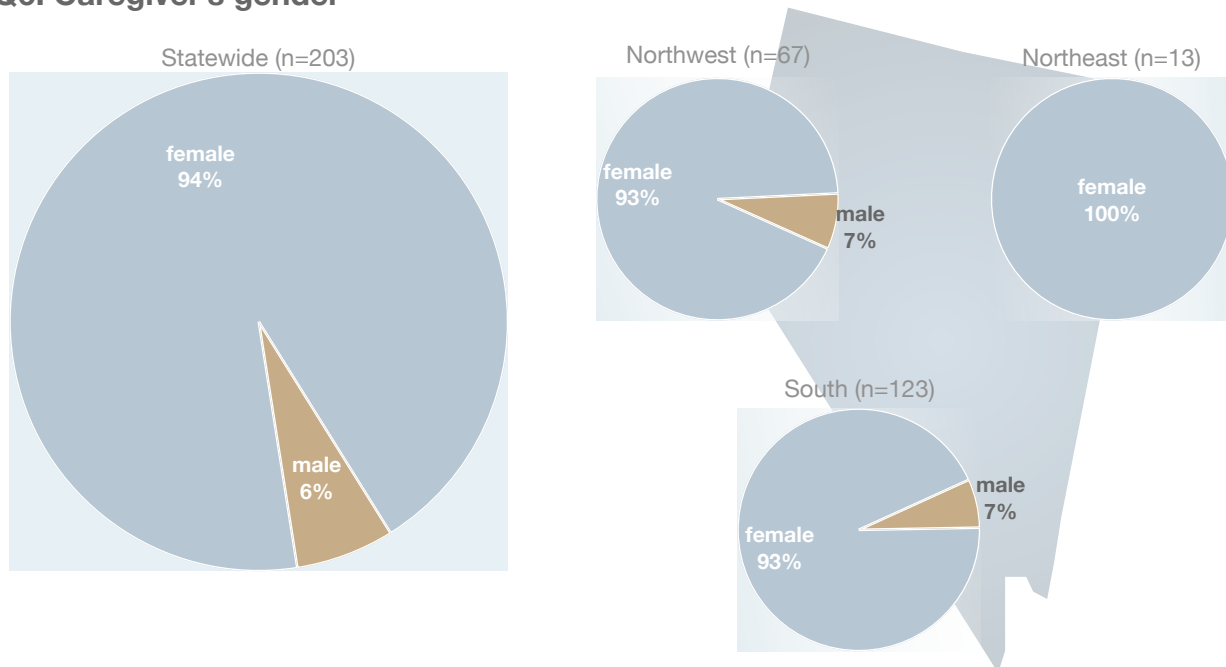
Q4: Child's ethnicity

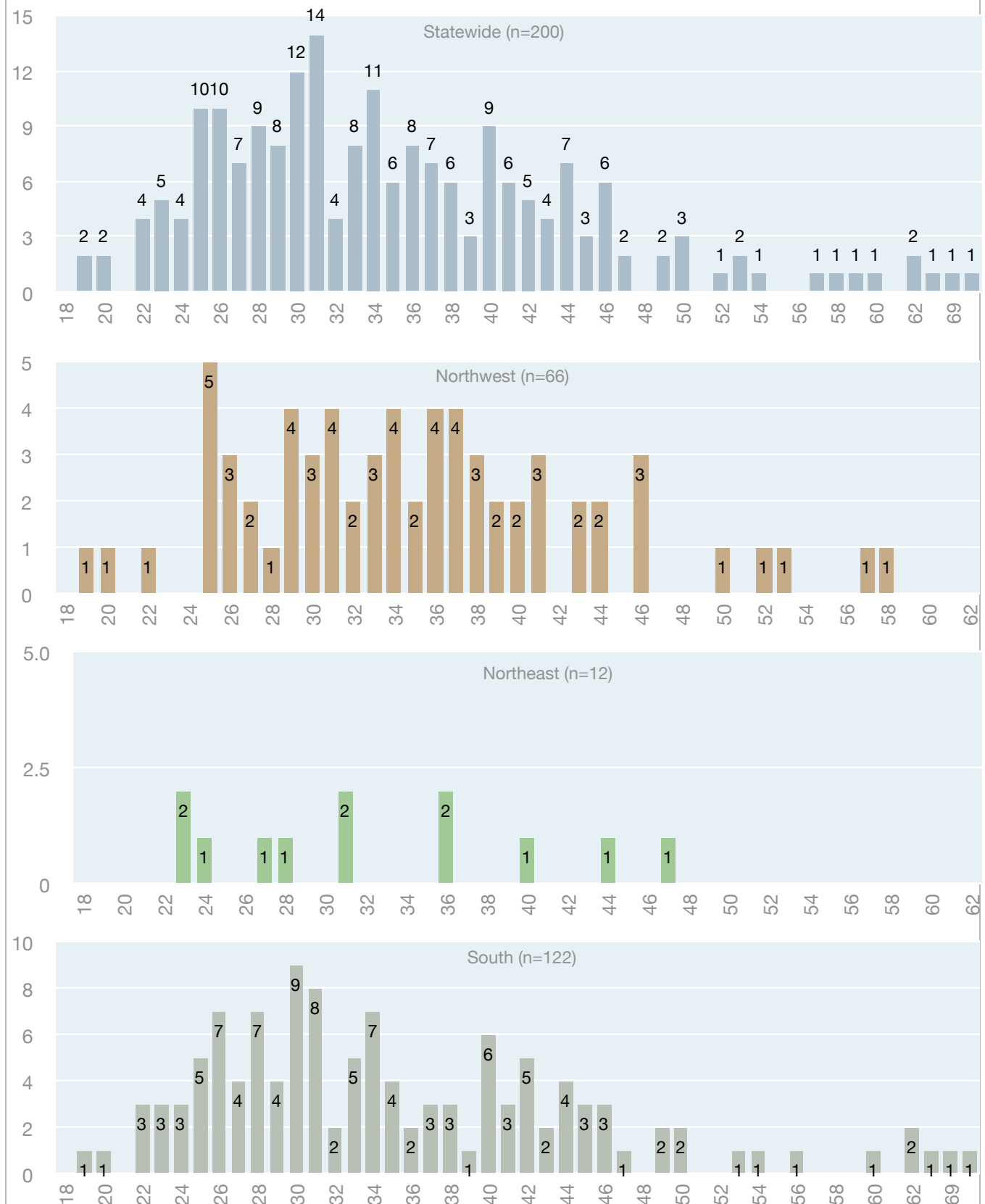


Q5: Caregiver's ethnicity

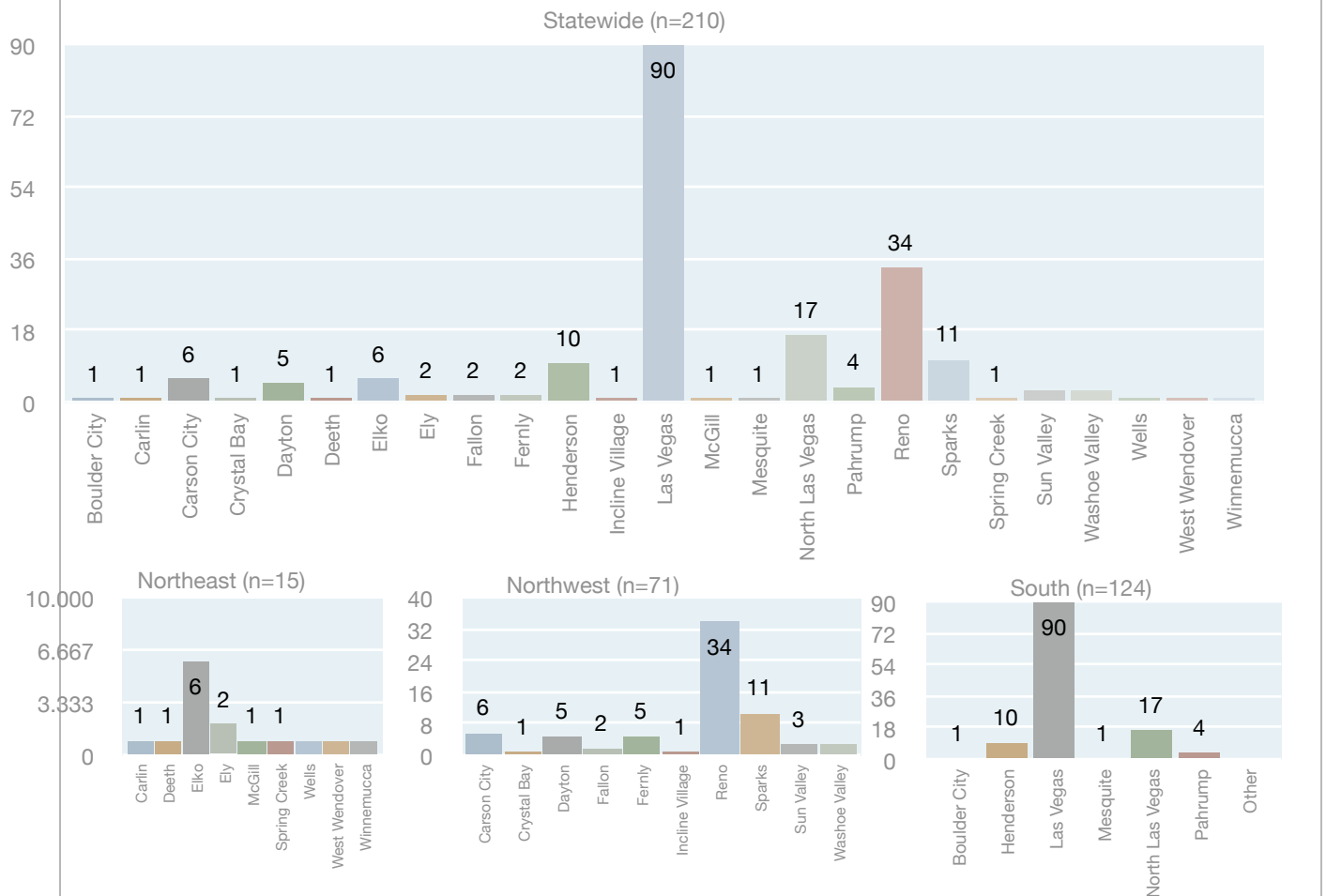


Q6: Caregiver's gender

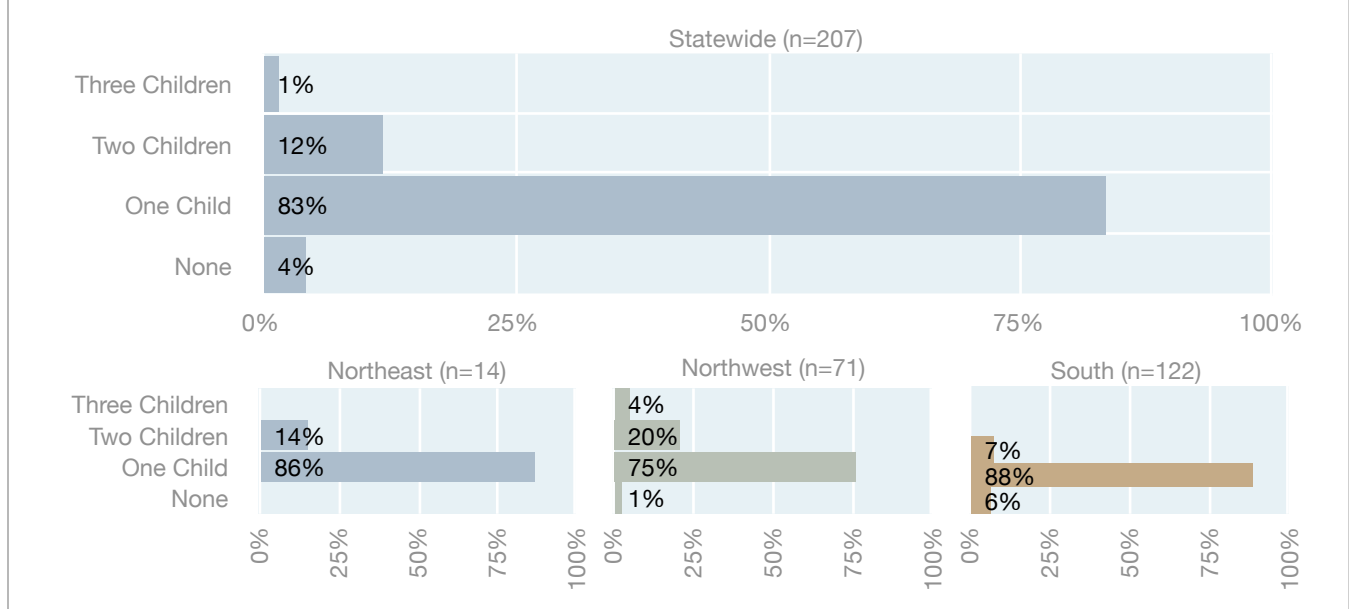


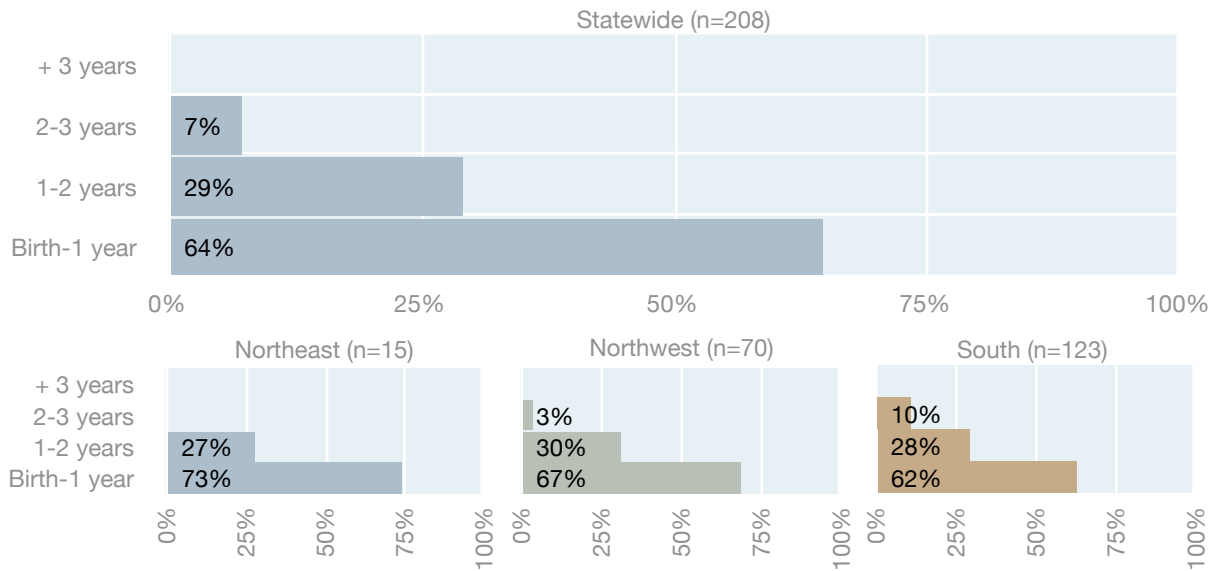
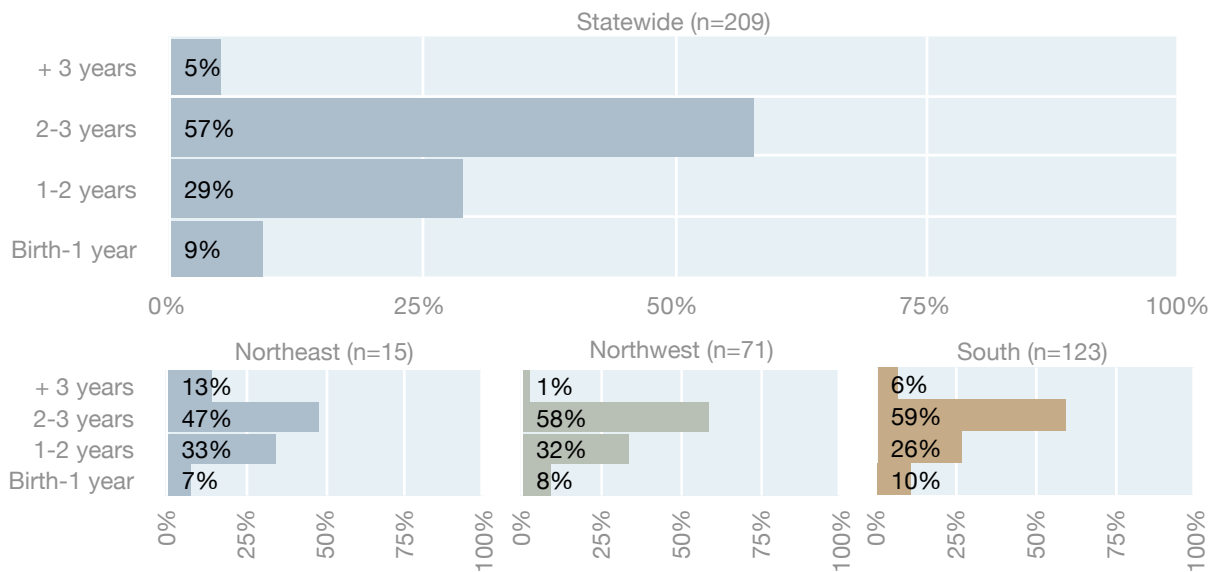
Q7: Caregiver's age

Q8: Child's primary residence (from zip code)

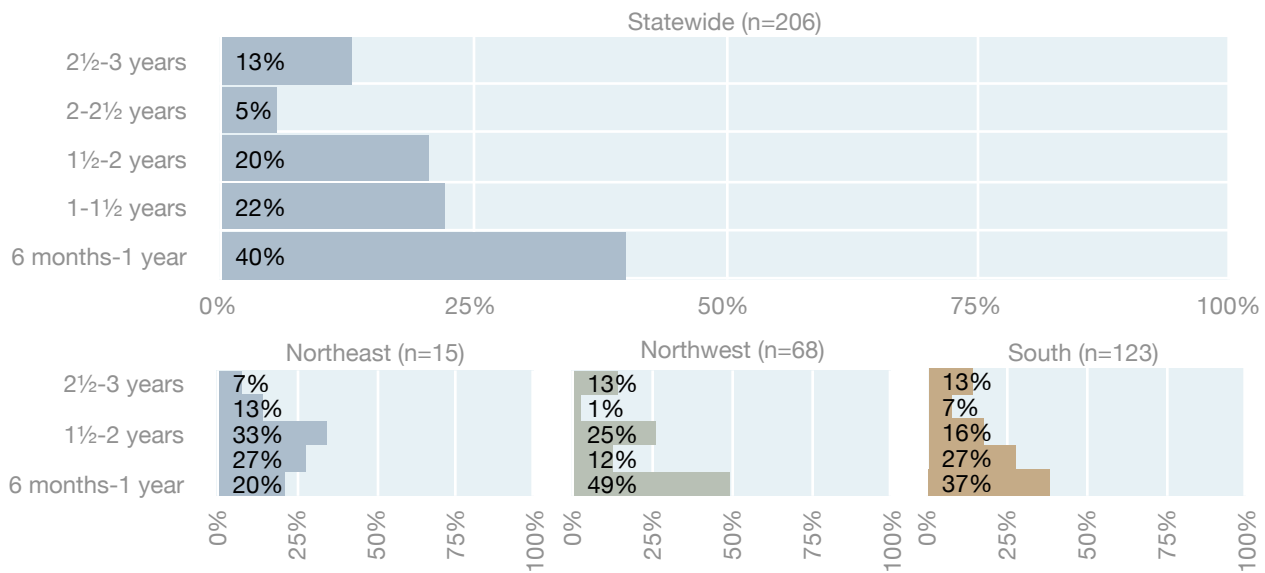


Q9: How many children in your family are currently receiving services from (NEIS)?

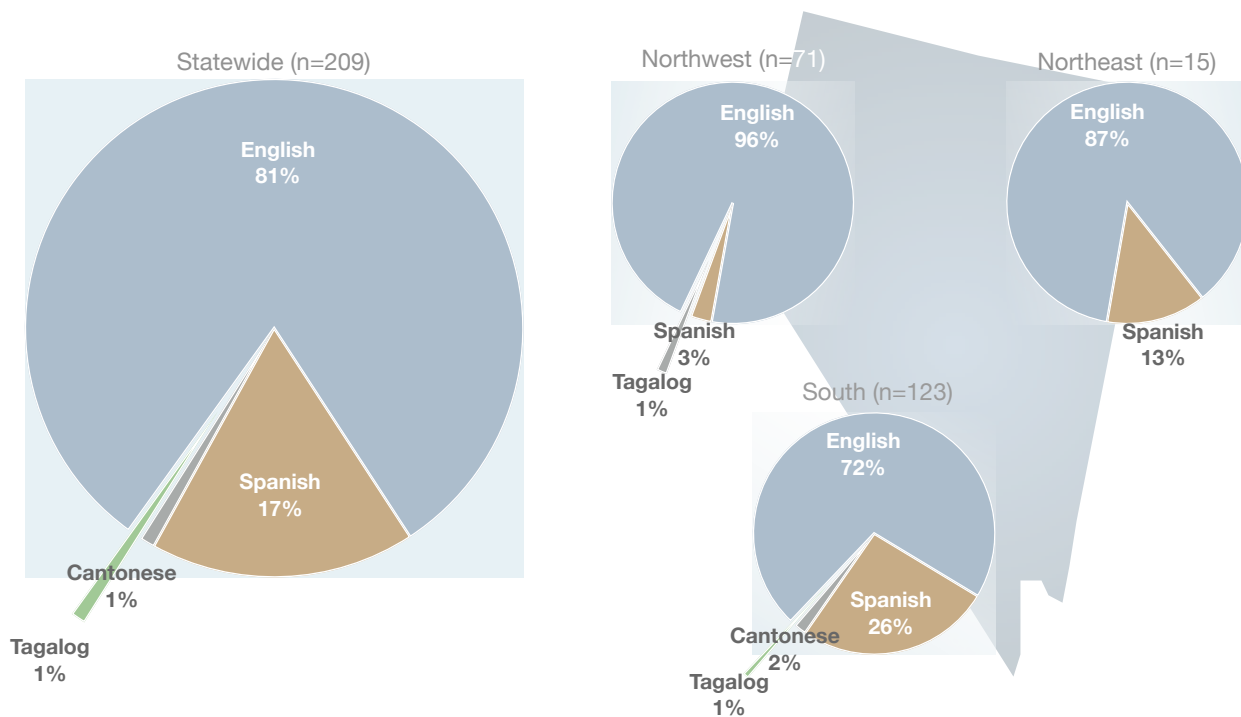


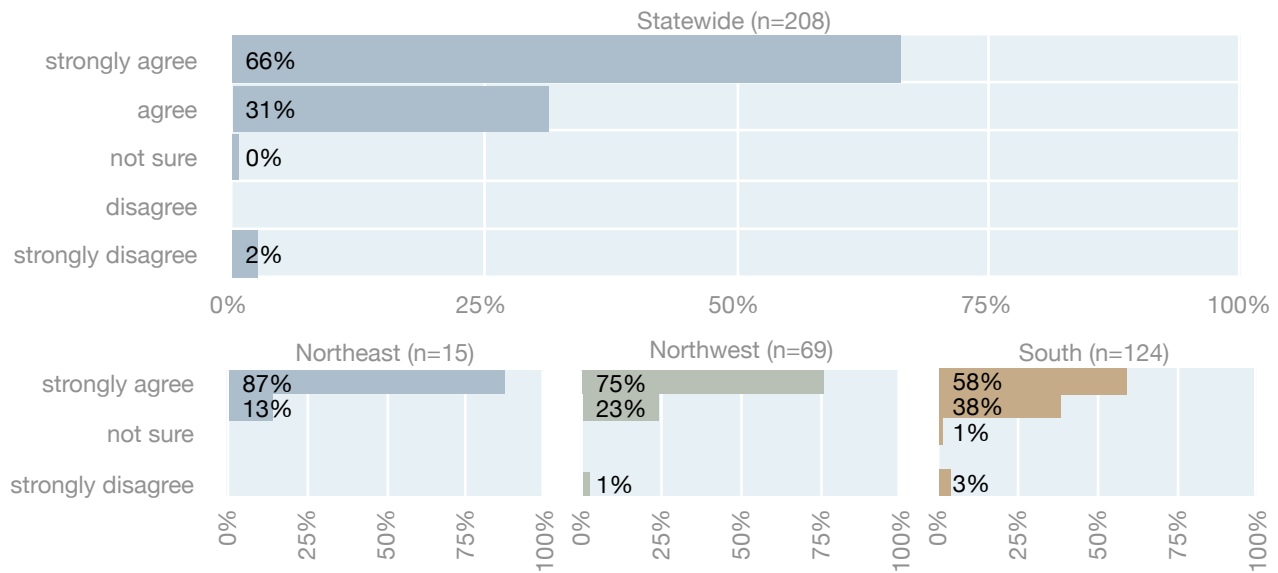
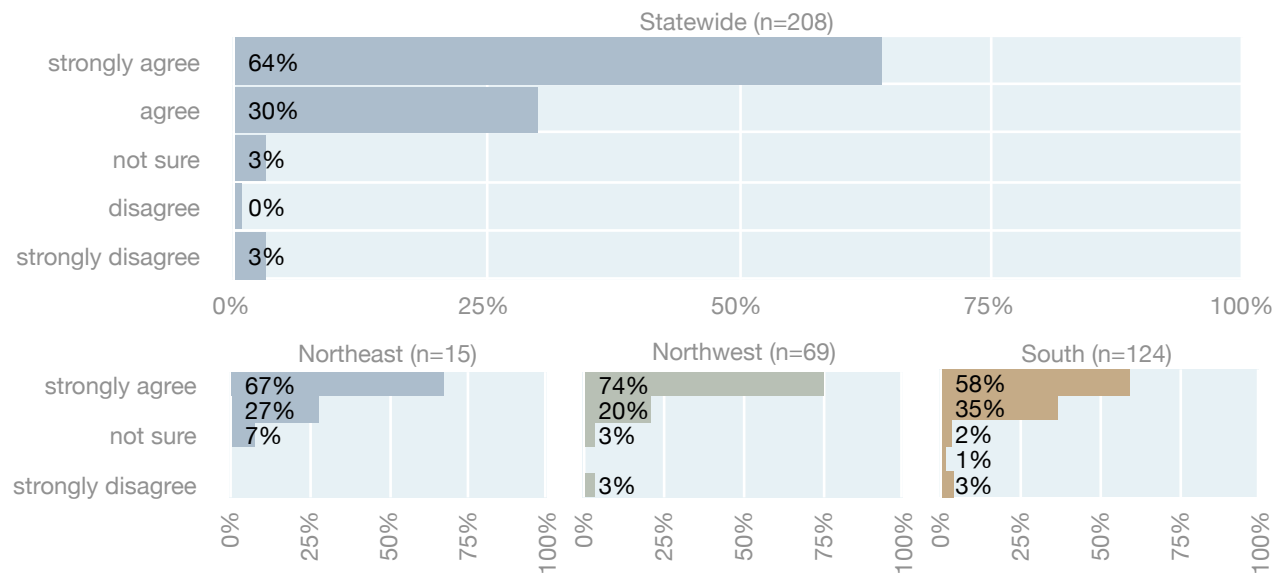
Q10: What was your child's age when you first had contact with NEIS?**Q11: What is your child's age today?**

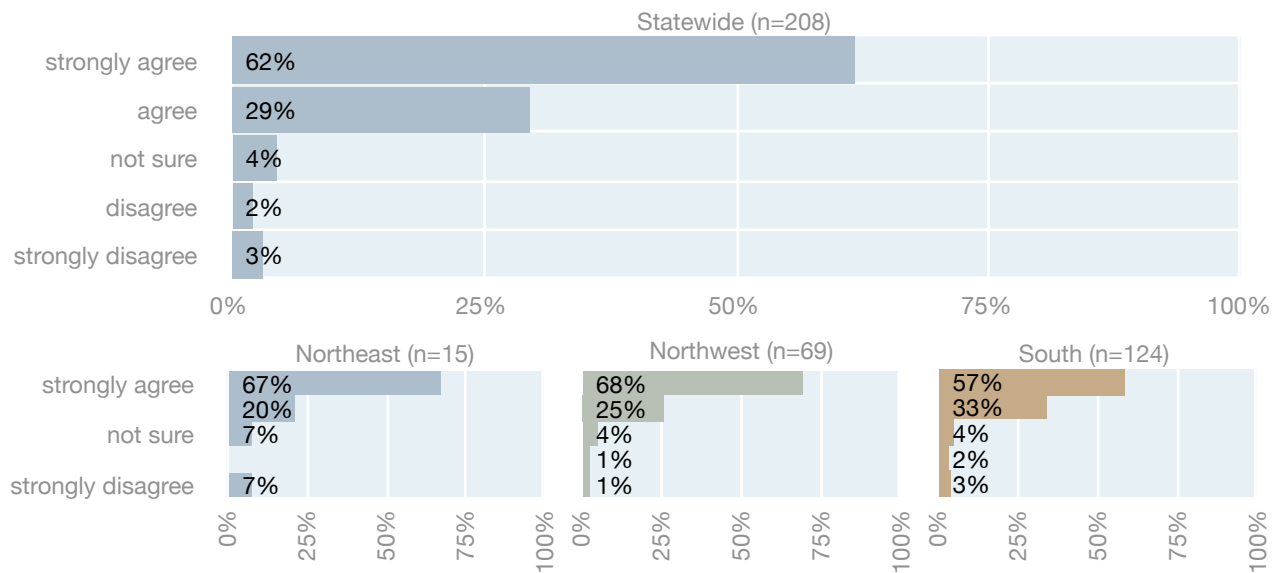
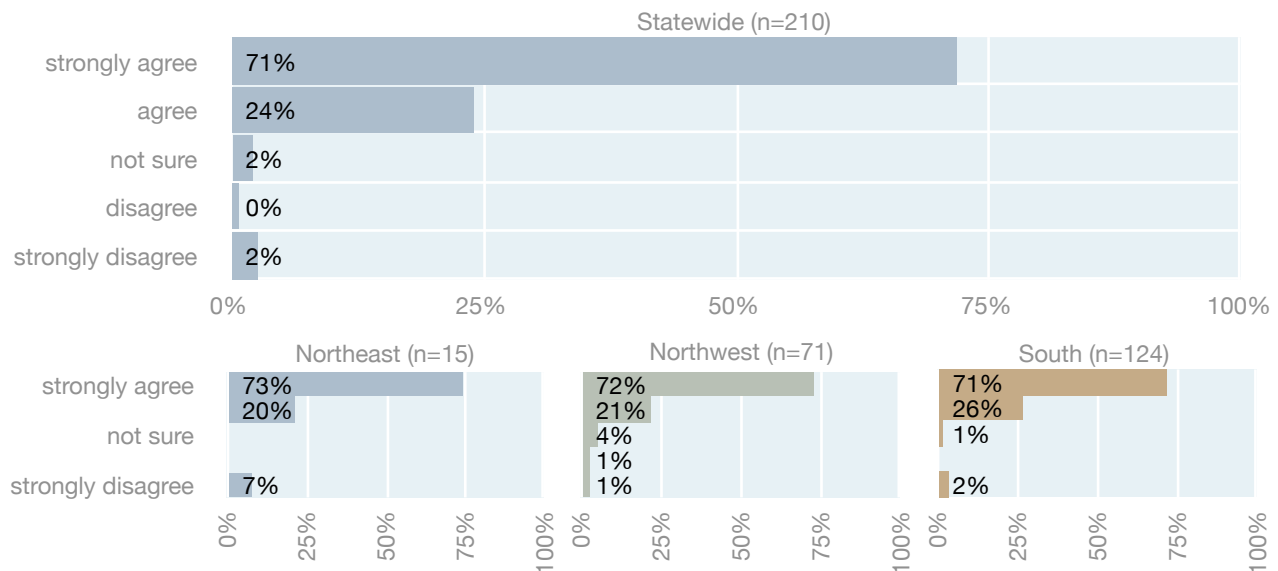
Q12: How long has your child been receiving services from NEIS?

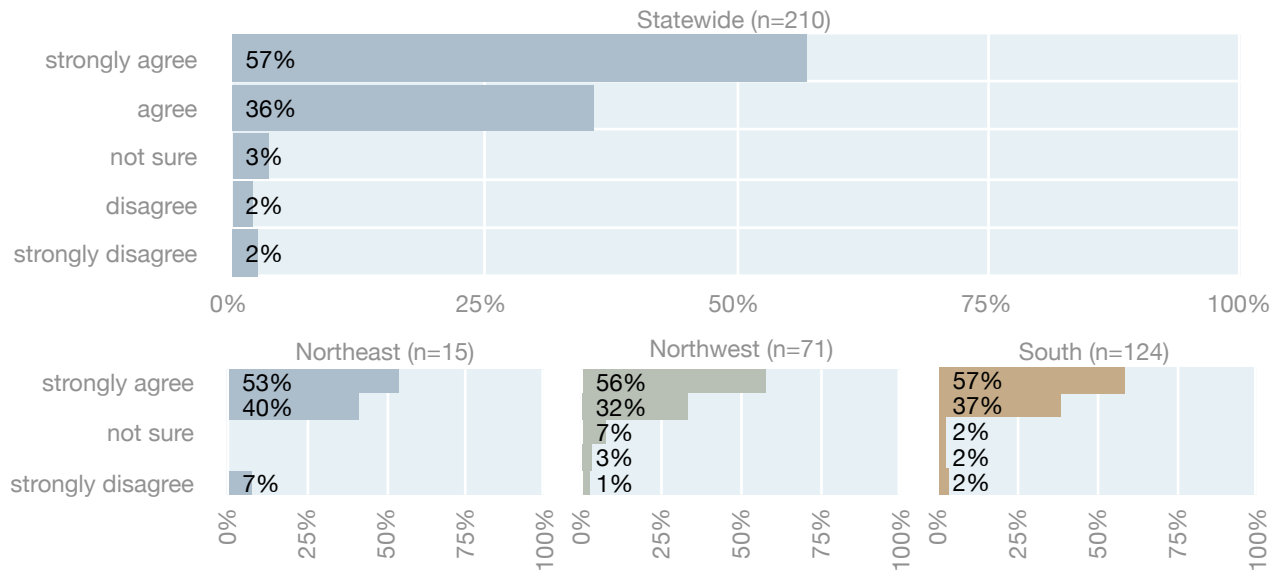
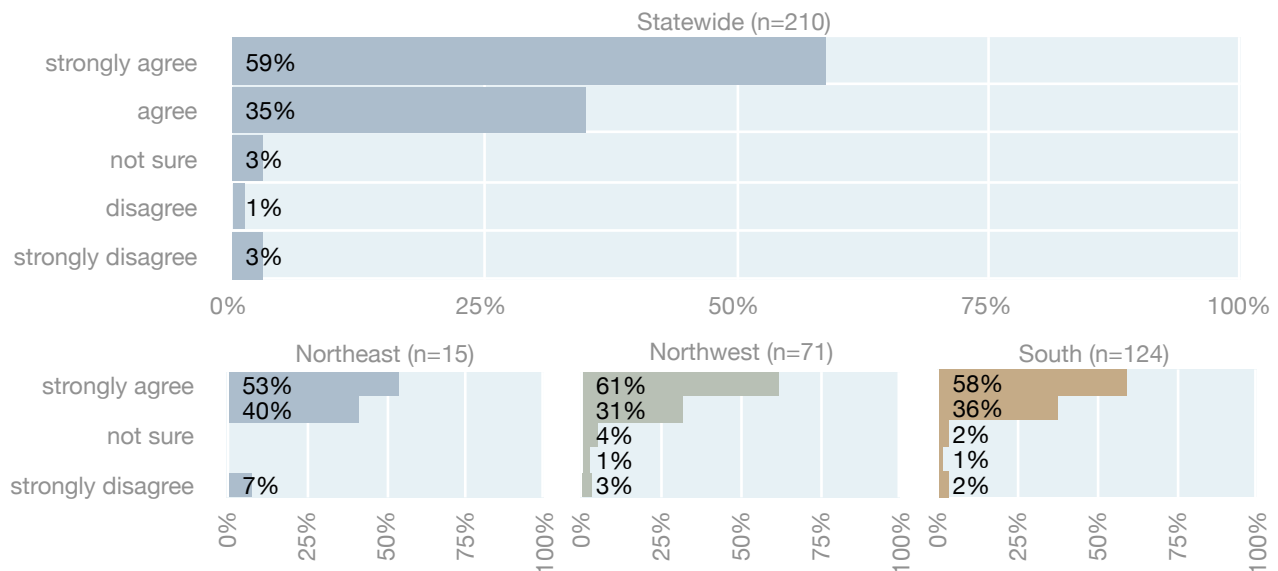


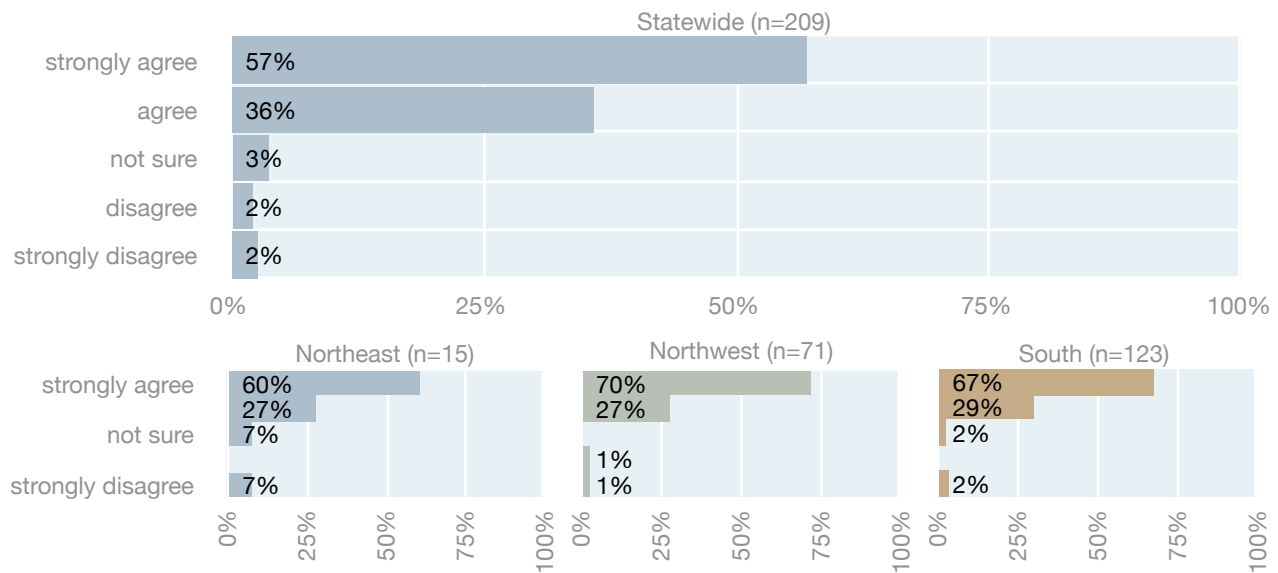
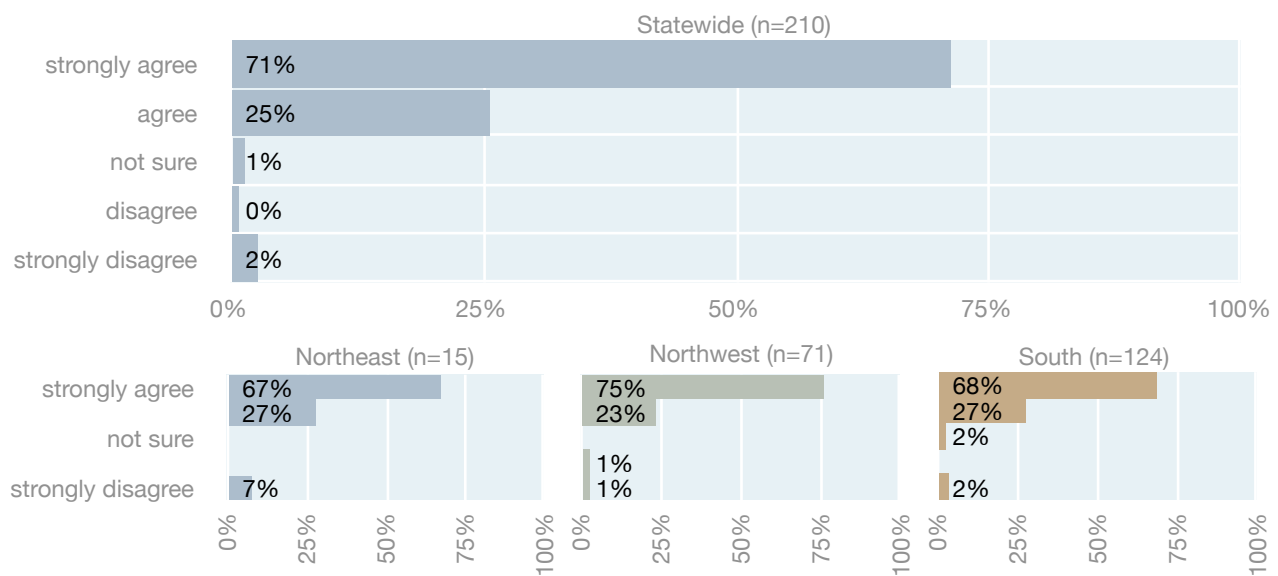
Q13: What is the primary language spoken in your home?



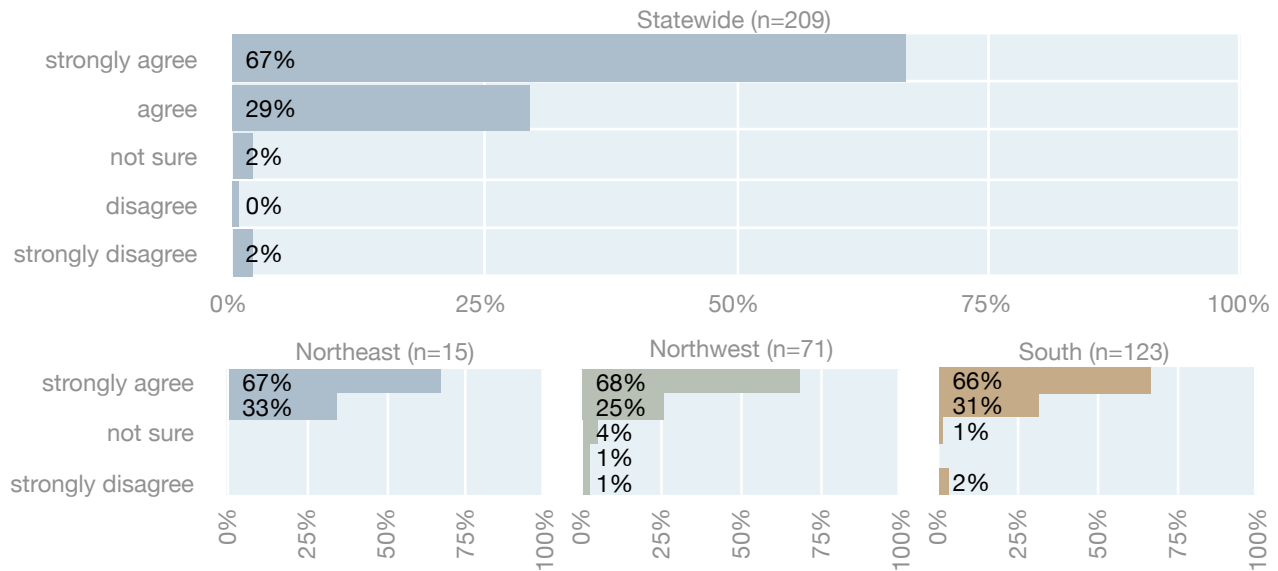
Q14: We/I have an understanding of our child's strengths and abilities.**Q15: We/I have an understanding of our child's special needs.**

Q16: We/I believe our child is benefiting from early intervention.**Q17: Early Intervention has fully explained our rights.**

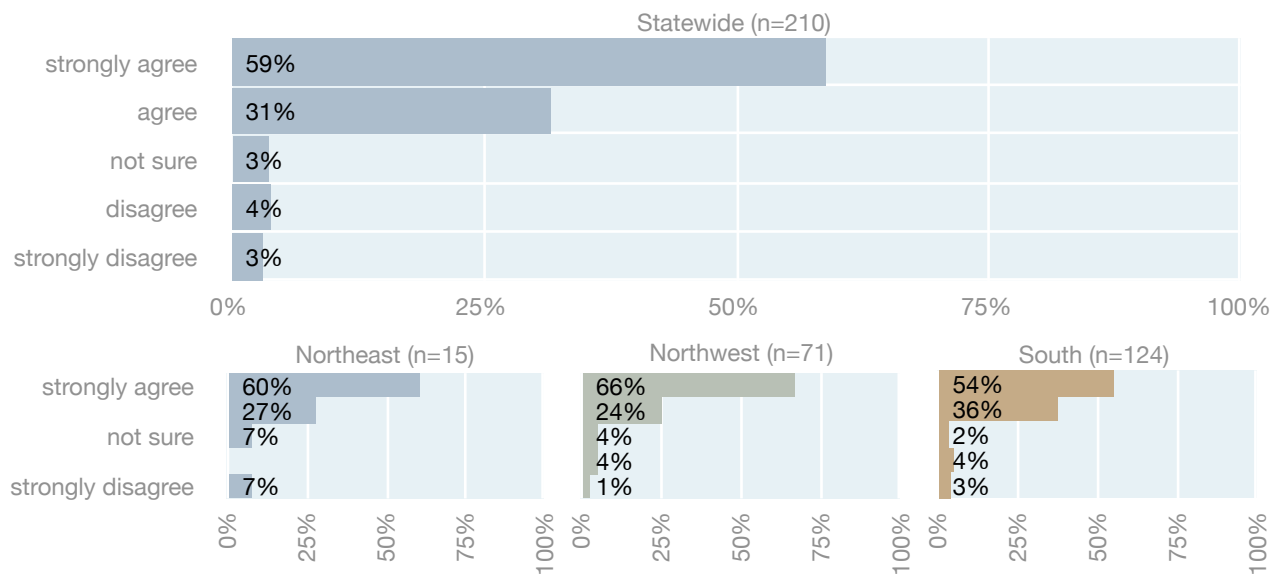
Q18: We/I know how to use our rights if we have concerns about our child's program.**Q19: We/I know about and understand options and are confident making choices.**

Q20: My program respects my culture, language, and individual preferences.**Q21: We/I know that as part of our child's early intervention team we have a key role in all decisions related to services for our child and family.**

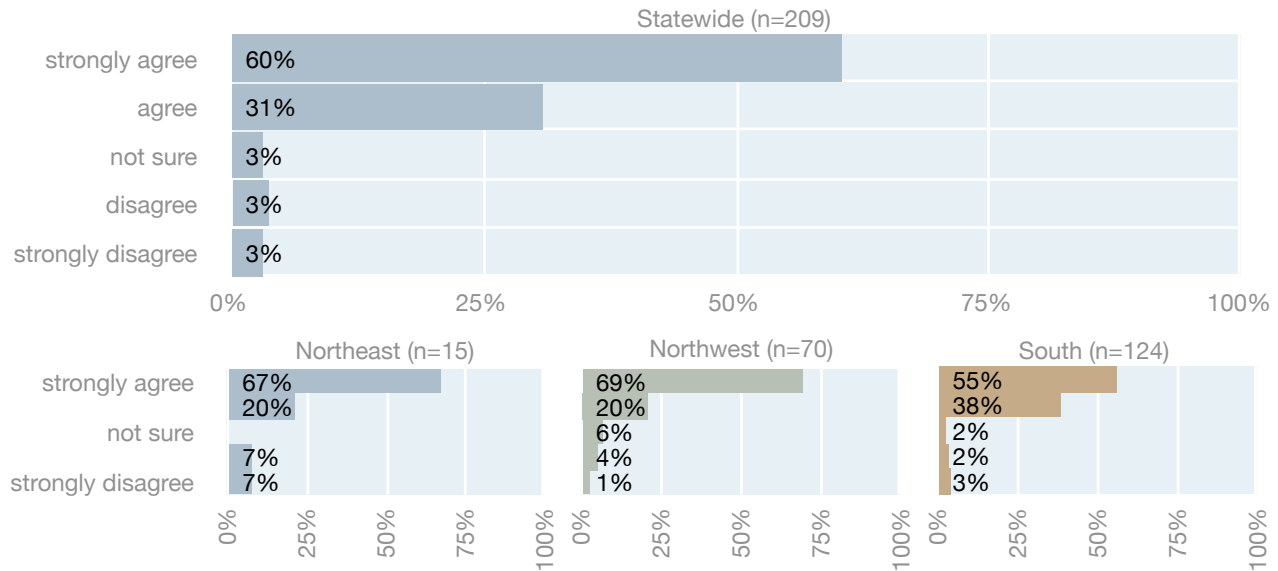
Q22: We/I understand that the IFSP is intended to guide services and supports and can be revised at any time.



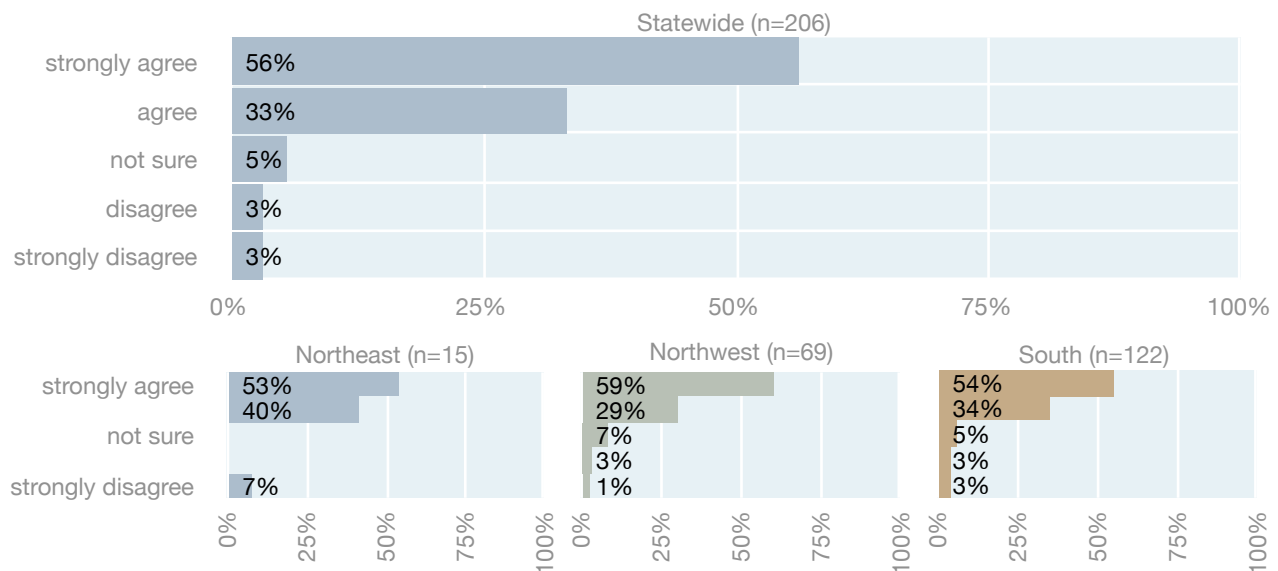
Q23: When we/I need information or support our early intervention service provider(s) help(s) to provide or find it.



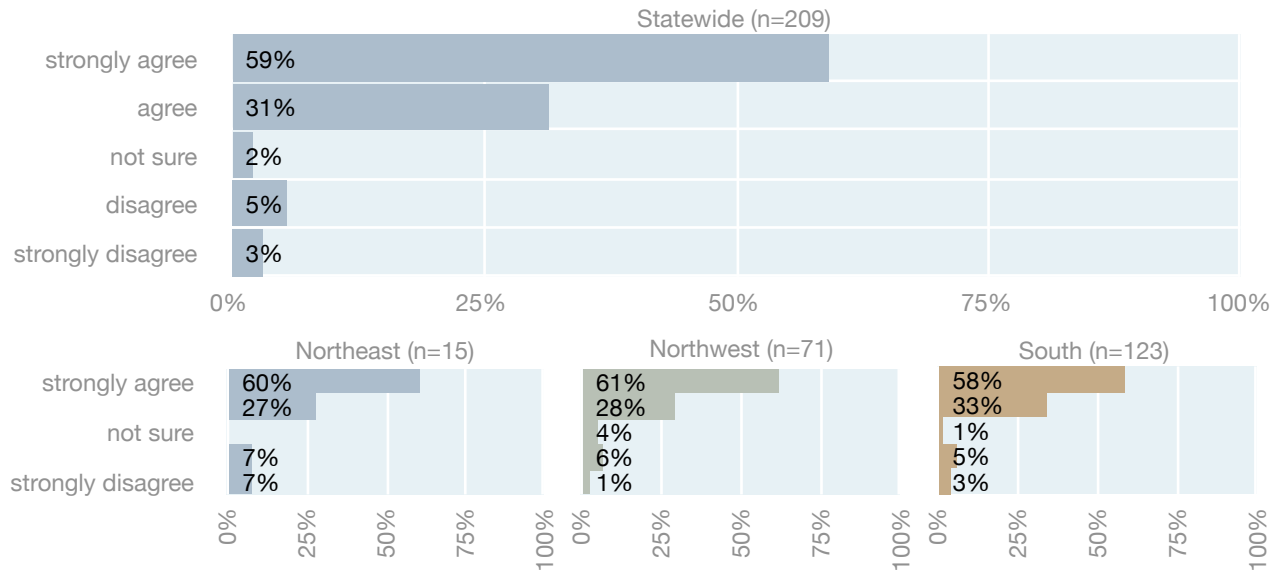
Q24: We/I know who to contact if we have questions or concerns with the services and supports our child and family are receiving.



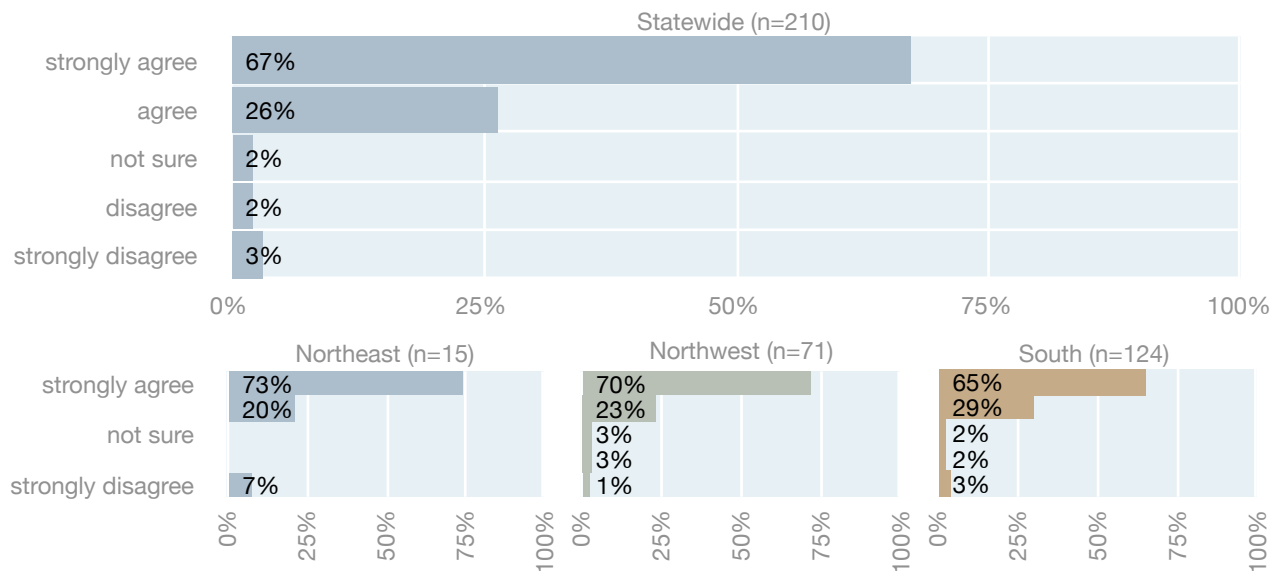
Q25: As a team member of our child's early intervention program, when we/I or one of my family members have a concern about our child's or family's needs, it is addressed in the IFSP in a timely manner.



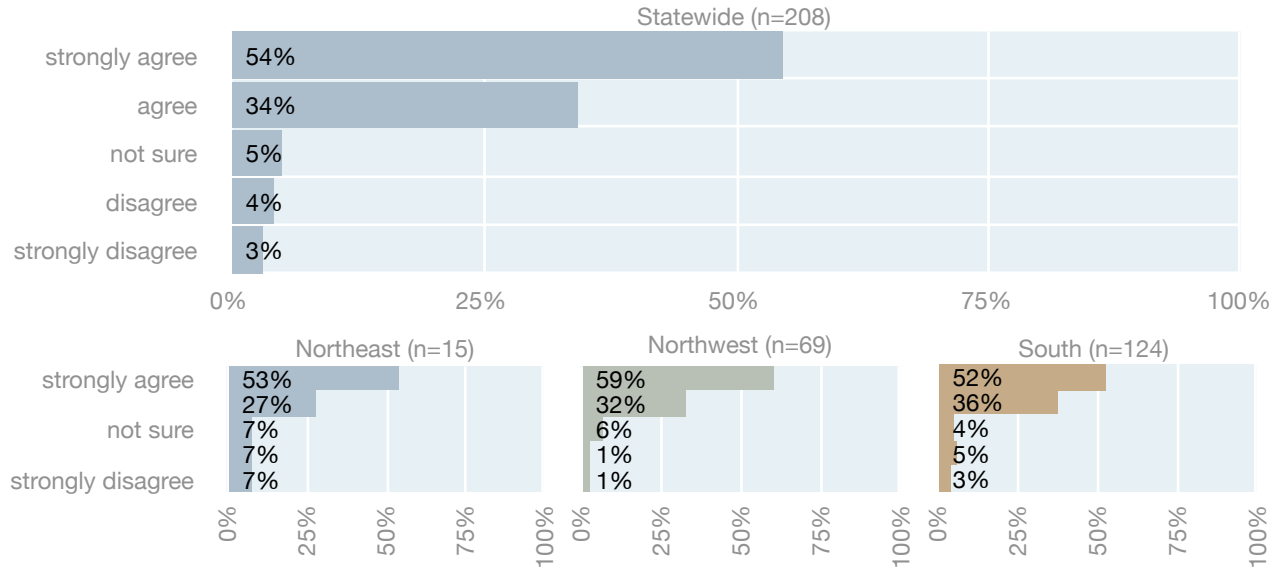
Q26: With the information and resources provided by my early intervention program we have a better understanding of our child's development and how it is progressing.



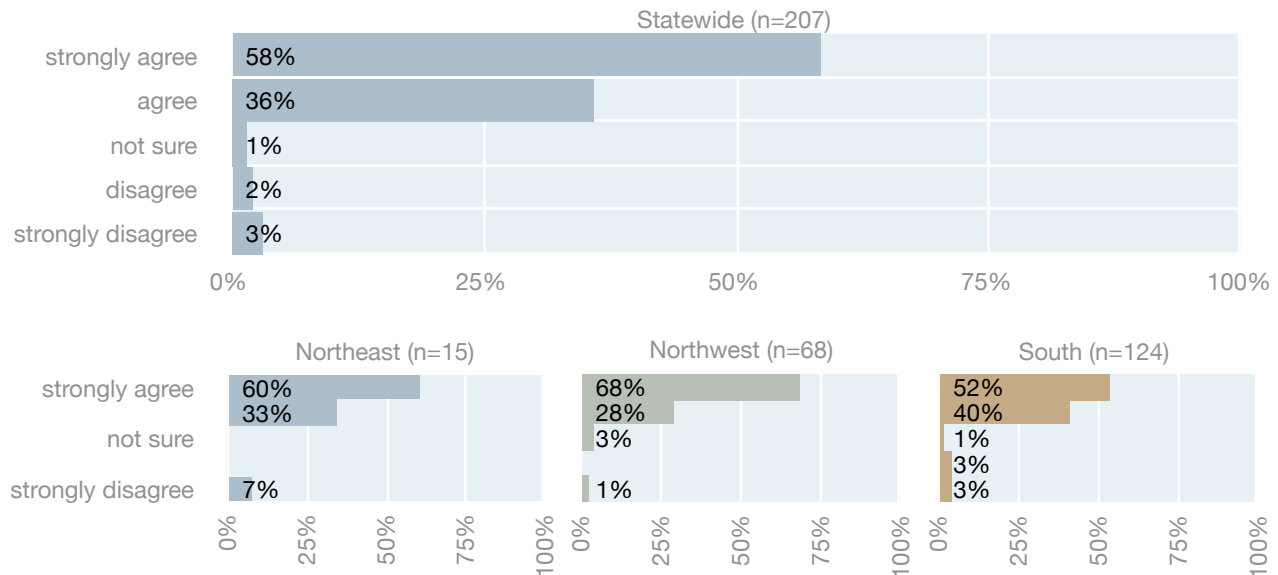
Q27: When we/I communicate with our provider(s) we/I feel valued and respected.



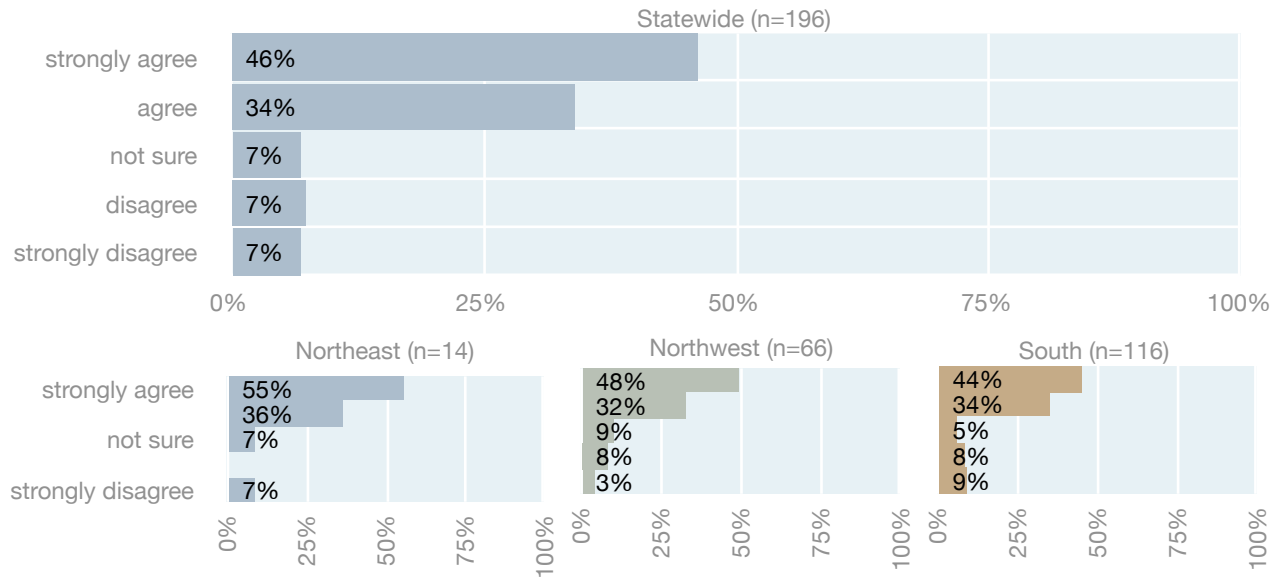
Q28: The supports and services we/I receive help meet our child's developmental needs.



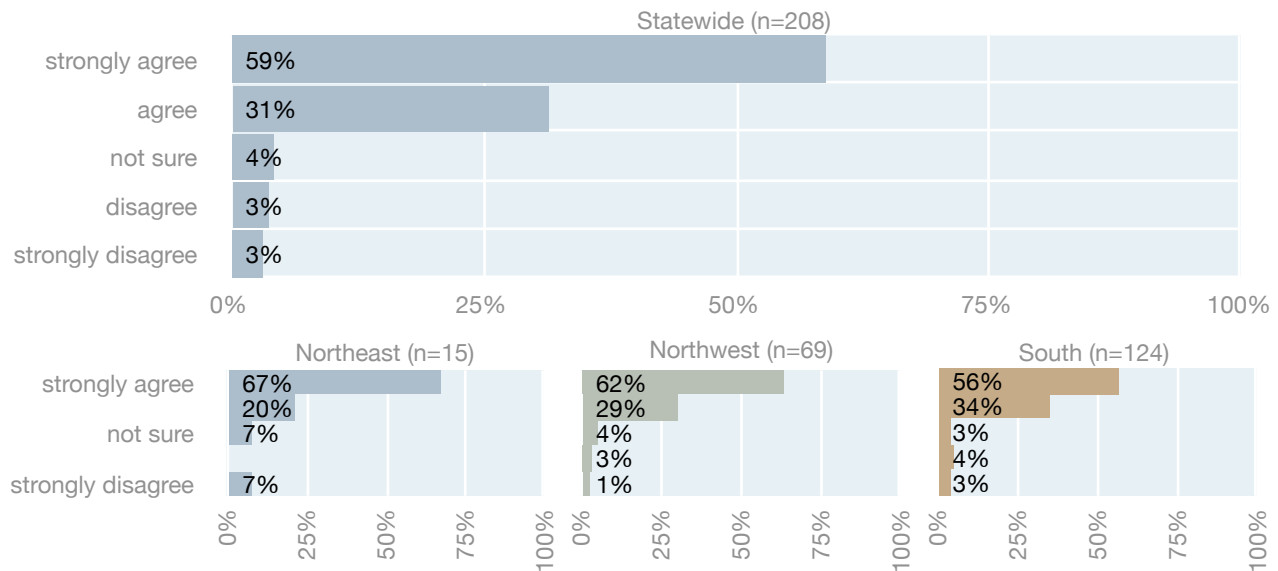
Q29: We/I as a member of our child's early intervention team work together to identify things we can do to enhance our child's development that fit into our family's daily routines such as mealtimes, bath time, bed time, etc..

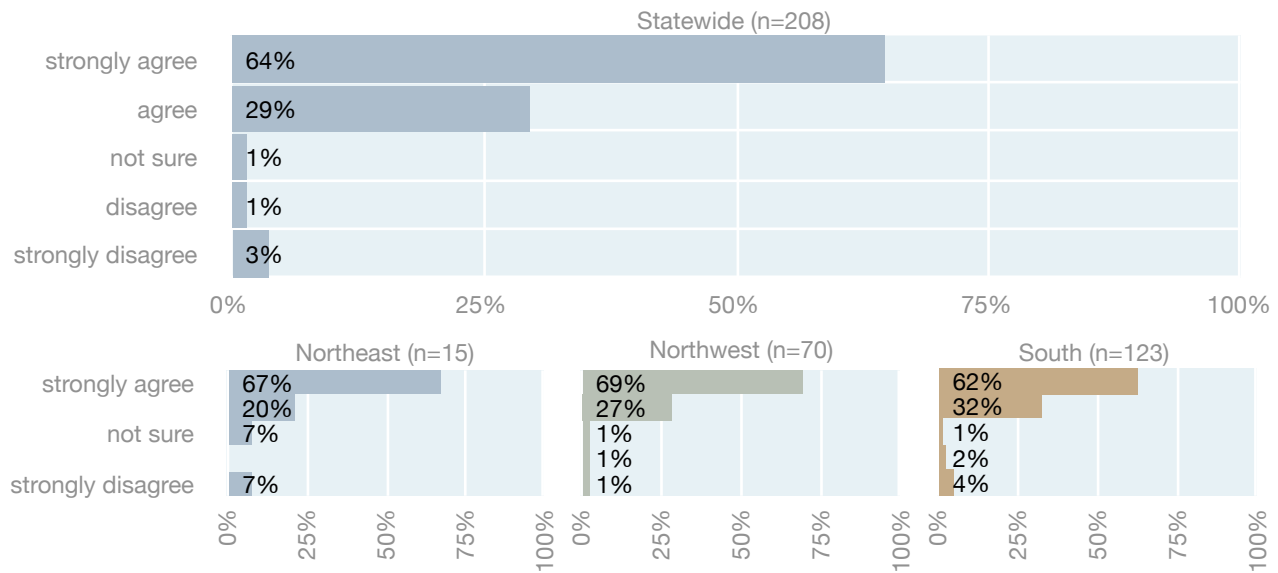
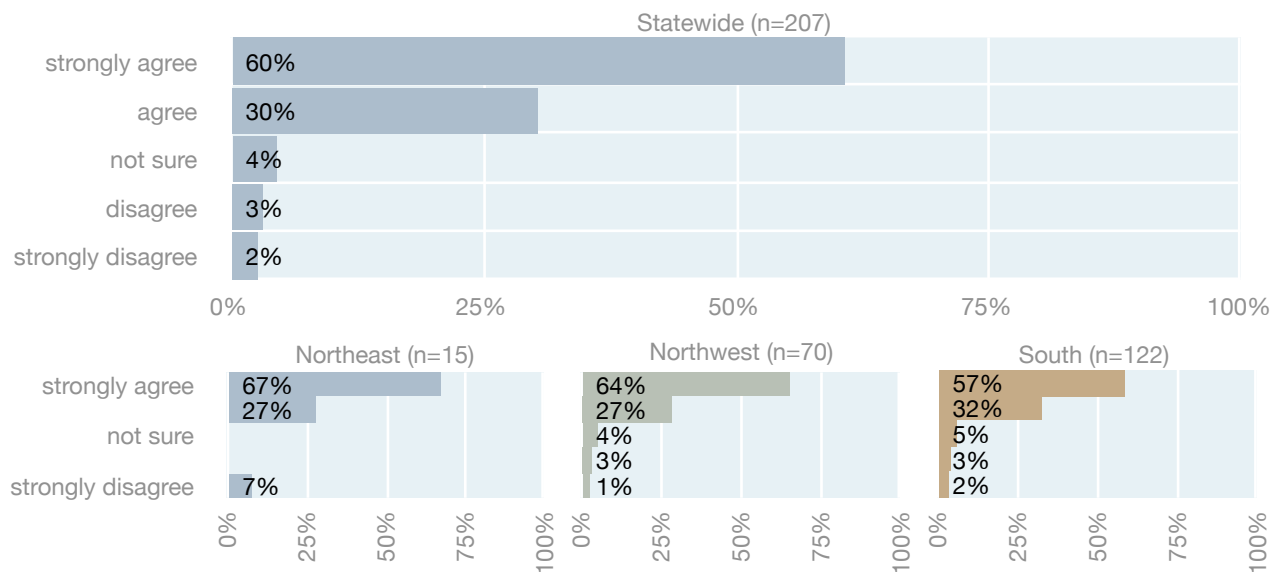


Q30: We/I have received information about and/or have been helped to access community resources: for example, Early Head Start, WIC, Nevada Check-up, and support groups.



Q31: The early intervention supports and services have helped our family reach identified goals.



Q32: We/I gained confidence in caring for our child.**Q33: The early intervention supports and services have helped my child and family make progress toward IFSP outcomes.**

Q34: Is there anything else you would like us to know about your child's and family's participation in the early intervention program or process?

Southern Region

1. Well if the speech therapist would come out more that it would help my child out.
2. Access to the services is difficult. Initial contact people dropped the ball several times.
3. After our child's' initial evaluation, it was decided that she would be placed in the SAM program. The DS never placed her in the SAM program, nor did she send me the report or set up the hearing test that was suggested. After calling several times, my family specialist resolved all of the outstanding issues. Despite these initial complications, we have since had an amazing overall experience with NEIS. It has truly been life-changing for our child and for our family
4. Children should be able to attend a play group that is close to their home and run by any coordinator. If a coordinator doesn't have a group or a group that is far away it is very inconvenient. My coordinator has made my experience very great.
5. Does not come by enough to have more progress. The weekly visits do now show a lot of progress. Seeing him every 3 or 4 months doesn't either. Basically, they just check him and do not show ways to improve any milestones he is not achieving.
6. Early Intervention has helped my child develop in so many ways and I'm grateful to have the support that was provided for him as well as my whole family. By gaining knowledge on how to help my child with his development, I have become more confident as a parent with a special child. My child is almost 3 now and has 2 weeks left with Early Intervention. I'm proud to say that he is doing very well! Thank you again for all the support!
7. Early Intervention is a wonderful program. Our developmental specialist is a joy to work with. She is very helpful and dedicated to the growth and welfare for my 2 year old child. I've gained strength and confidence from your program. Please keep up the good work.
8. Everything was wonderful and helped us a lot to understand our child's needs.
9. I believe that your service providers are spread to thin and I feel it would be more effective to hire more people to break up some of each providers responsibilities instead of having one provider bear the whole responsibility of that particular job. i.e. assistants. I understand this would cost more money, therefore consider reevaluating your pay scale.
10. I don't know how I could have come this far without NEIS and their help and support. Our worker Nadine has been awesome! My child is doing so well with his development and behavior because of NEIS—It has helped me with awareness and strategies. Thank you!
11. I feel that Nevada Early Intervention Services is a wonderful program and is an essential program for children with special needs. My child has benefited from NEIS. My only area of concern is that some of the specialists are hard to contact. Our nutritionist missed a scheduled appointment and we did not hear from her for months. I tried contacting the nutritionist and was unable to get a return phone call. Therefore, the questions I had that time went unanswered.
12. I have always been confident in caring for my child, Early Intervention has not been a role in that. The program is awesome and am glad to have seen what it is about, but I know the therapists are in way over their heads and aren't exactly sure how to treat my child's rare disorder. The program is too crowded to give the best attention to the children.
13. I have been going to a couple classes at NEIS and I think they have greatly affected me and my children. My children look forward to going to the classes so they can play with other special needs kids.
14. I have been thoroughly impressed with the programs ability to act as liaisons to various resources and the proactive approach to furthering my child's development. The program is well organized and availability is excellent.
15. I have paperwork coming out of my ears from you guys! Do you think you can save a few trees? You have squat for the visually impaired! Speech don't know what to do when the child can't see. The reviews are not geared toward visual impairments and you have two teachers that know anything at all, about it? Pitiful, Lets find more teachers for vision.
16. I thank you for your participation in helping me in raising my child.
17. I'm not sure how good the confidentiality is with one of the specialist that works with my child. Long story Besides that NEIS has done wonders for my child and I love all the support groups!
18. In particular everything is fine and I would like for the help you provide to my child to be earlier and more consecutive, for example the appointment for nutrition, my child was already eating and I feel that your help just got involved in the way I was already feeding my child, and I would have liked for them to help me in the beginning the proper way of keeping her meals right and not interfere in the way I was already feeding her. That way I can be prepare to how I need to feed her meals and not make any mistakes. I would like to learn what would be the next step to teach my child and so

I may learn. Please I need your help, it is difficult for me to have my child with a down syndrome and not be able to see her like my other two young daughters. I ask of your consideration, my needs and attention, Since you are more prepared in cases like these and have the professionalism. I am very alone with her, I don't receive any help, morally, educationally from nobody, and financially as well. I am very thankful for what you do and all your help. Thank you very much and I hope you can always be there to help me.

19. ●●● is great as a Care Manager. She is our second Care Manager and we are so grateful and appreciative of her dedication.
20. ●●● is absolutely wonderful! She's professional and really cares about my children. She's become part of our extended family and I trust her implicitly.
21. ●●● is an amazing person and very knowledgeable. The PT helped my child out and was willing to work with him rather than getting frustrated.
22. Just thanks. This program has helped my child a lot. I want to thank you for all your services. Thank you
23. My child recently ""graduated out"" of the program and our entire family will miss being a part of the NEIS family.
24. My NEIS team has been tremendously helpful, caring and professional. I highly recommend this program be continued forever, for it has enhanced my child's learning abilities and my confidence in helping her with her down syndrome disability.
25. My child has become more mature, he is more sociable, and he has become grown in his abilities since his been in INES.
26. My team was wonderfully supportive and helpful. I will miss them once we've transitioned! Thanks
27. NEIS is an awesome program! You can tell that all staff members care for all the children they are helping! A child can sense if someone wants to be around them, my children love these people like an extended family! So do I! What they do and the love they put into it makes it work!
28. No, I am very happy and satisfied with everything you have provided me with. I thank you very much for everything.
29. Our child has speech delay and therefore has needed intervention with a Speech Therapist, however during the year that my child has been involved in NEIS he has only met with the Speech Therapist 3 times and at each visit no concrete recommendations for increasing his speech or therapy was done—the Speech Therapist would evaluate our child and ask for us to provide more information regarding his speech at our next visit. As well the play-groups we attended were great play-groups however they provided no direct therapy or intervention for our child.
30. Our DS, is fabulous. She has always gone out of her way to help my child's progress.
31. Our experience with NEIS has been wonderful. They are helpful, informative and very professional.
32. Our first worker introduced ASL and it has helped so much to develop speech.
33. Our provider (of PT) is just wonderful—our child looks forward to her coming every month. She has been so helpful and supportive of us and our child. She is an utter joy to work with and I wish I could nominate her for an award to show everyone she works with that she is valued!
34. People that speak Spanish. IFSP in Spanish
35. Services promised were not provided. Answers given to us as to why services were not yet provided, were not backed up by all staff members. We were told the speech therapist left, the NEIS doctor reported that was not true. We had multiple appt. scheduled one year later with a speech therapist that never arrived. We had appointments with our dev-spec. that were later deemed "tentative" then cancelled.
36. Speech Therapist promised spoon—took over 6 weeks, many unanswered phone calls. Once a quarter is a joke. Going elsewhere.
37. Thank you all for the support that you have given us. And our case worker is doing a great job. Thank you!
38. Thank you all for your concern for our child. The support has been extensive and comforting.
39. Thank you for the services.
40. Thank you so much for the help and service and information. It helped us better understand and work with out special needs child. You gave us confidence to be better parents. Thank you, thank you.
41. Thank you very much for all your help you provide for the families. Special thanks for helping my own family.
42. Thanks for all the support and the help. Keep up the good work.
43. Thanks for all you do!

44. The early intervention program is a great program. The people working here are great. Thank you for all the help you have given me.
45. The IFSP states an in-home visit with a NEIS person monthly until determined unnecessary. There has been one visit which I demanded at nearly after my child was 6 months old. No one has been back since or made any contact with us. My child is now nearly 11 months old! This is unacceptable!
46. The only suggestion would be that in my child's situation (delayed speech) that we could've received a Speech Therapist come to see him more often and perhaps the aide (who specializes in Motor Skills) come once a month and the Speech Therapist could have come every 2 weeks. I am truly impressed with my new Speech Therapist. She is great and ●●● is excellent as our Case Mgr.
47. The program is very helpful with our child. Everyone with NEIS is very professional and courteous. Thank you to all involved in the program.
48. There has not been enough consistency and follow through our ISP has had some additions but 5 weeks later there has not been an IA assigned.
49. They helped us transition to the Child Find Program. They were available to attend out follow-up meeting with Child Find and are still in contact with us. Thanks to ●●● and our Speech Therapist.
50. This is a wonderful service! My child has grown and developed so much in just a short period of time. I would recommend Early Intervention to anyone!
51. This program is excellent, and we are very happy, specially with the group of professionals we are provided with. We are also very thankful to our social worker. It would be terrible if this program was to cancel in our community, how we hear the governor is planning on doing so. Thank you
52. This program is fantastic and my child has definitely reached her goals with the help of the NEIS program. ●●● is also wonderful and very helpful.
53. This program is truly very helpful to my child's development.
54. We are so grateful for our team that was assigned to our child/ family. They each worked well with us and each other to reach common goals for our child. Each communicated so well with our child, us and our team. They gave great advice and helped us get her ready for CCSD services to take over. They were invaluable and I will love them forever! They gave us hope back! Thank you!
55. We are very pleased with the services provided by NEIS. Our dev. specialist and therapists are extremely competent, efficient, and kind. We are very grateful for their assistance and feel confident that their services have greatly benefited our child. Thank you.
56. We are very thankful for our NEIS friends.
57. We love ●●●. She has been wonderful! She has been a huge help in all of this.
58. We love you services! Very helpful and give me the confidence to go on—Thank you for everything.
59. We loved it. Thank you for your services. ●●● was wonderful.
60. When we first started NEIS, we as a team, planned periodic outcomes and goals to work towards. Ever since my child turned two, the goals have become less frequent. I need to see goals on paper to try to meet them.
61. Yes, he has come a long way since my child has been in the program. Now he can say words. And also has no problem with putting his puzzles together now.
62. Your programs are the only reason that I have

Northwest

1. All the service providers have been excellent (sensitive and skilled). The assessments have helped us with our child. We have also obtained help on our own (toddler gymnastics, speech therapy) because we are older and it feels harder to help with some of his skill development.
2. ●●● was a very wonderful person to work with. I learned a great deal from her in the little amount of time and my child and I spent with her. Thanks!
3. Early intervention has really benefited our whole family! I am thankful for the WONDERFUL staff!
4. Everyone on my child's team had her heart at there best interest, however one team member was not happy with us because when she need to change her schedule to work with another child and move us out of appointment time she was a little rude and abrupt with us.

5. Fantastic program! Professional staff!
6. I am very happy for everything that you have done for my child, and am very thankful.
7. I am very thankful for the services we received.
8. I appreciate all the help my child has received from her workers and therapists. It is very encouraging when they leave my home impressed with my child's accomplishments and progress. (She has Down's), and at 9 and a half months old she is crawling in her own way and eating table food like meat, potatoes, carrots and other such foods.
9. I believe our child would benefit from more physical, speech and my any other appropriate therapy. An hour once a week I feel is quite inadequate. However, our PT is terrific! I just wish our child got a little more care and intervention.
10. I don't know what I would do without all the help I have received. The support has been the only thing to get me through some of the hard times. This program is crucial. I have triplets.
11. I don't know what I would have done with out you all. Thank you. ●●● and ●●● in Dietary.
12. I think asking me for my employment verification every two months or more is really unnecessary. Especially since he is a foster child my income has meaning. It's a lot of extra paper, work and both our time.
13. I work with two people. One is fabulous and so helpful. The other is not. I have learned that you only get the bare minimum of services unless you get very pushy, demanding or ""know"" the right people. NEIS has been helpful but it could be better.
14. I would like more information in regards to my child's development. And I would like to better understand what kind of thing's to work on with him. The routine things to teach him. His development needs seem to change very fast.
15. It has been very comforting to talk to someone about my concerns. My child was born drug addicted and I didn't know what to expect.
16. Love this program! NEIS has done nothing but help my family! Thank you!
17. My child is very much benefiting from this program. The NEIS is very professional, very patient and understanding.
18. My child turns 3 in 4 and a half months. I wish he could continue to participate in the early intervention program instead of being turned over to another program.
19. NEIS has been a god-send in helping me and other families I know of. I don't know what I would have done without them or had to go onto a waiting list od another organization. Thank you NEIS!
20. NEIS has been so beneficial in the progression our child has made. ●●● are life extended family. We look forward to their monthly visits. My child is excited to see them... my child is doing so well and without the support and teachings of NEIS we wouldn't be where we are today. Thank you so much!!
21. NEIS has greatly helped my child. He has gone from not being able to walk or even sit up from laying down to running and jumping and climbing. He has also gone from saying only a few words to talking constantly in sentences. He has made great strides with the help of NEIS.
22. Originally, our child saw ●●●, who was wonderful. Since then, we have not been happy with the person working with our child, ●●●.
23. Our family has greatly appreciated all the hard work you have done for our children. It is so wonderful to see the progress they have made with Early Interventions help.
24. Our team is very well informed with information about other services outside your office and has recommended us to a lot of other services that we didn't know about.
25. People at EIS are very friendly and helpful.
26. Program has been helpful not only in terms of furthering my children's skills, but in improving my skills as a parent in how I interact with them.
27. ●●● is an excellent Developmental Specialist. Between her and the Speech Therapist they have helped my child overcome many obstacles. They always find new and effective ways to help my child progress in her needed areas.
28. Thank you for the help of the Early Intervention. The people that came here to our house helped my kid a lot and until today he needs more help but they are always there to help him.
29. The development specialists we have worked with have been a tremendous help to us. They have made all the difference in helping us help the children in our home—understanding their needs and where they are developmentally—Thank you very much.

30. The physical therapy that our child has been receiving has made all the difference in her attitude. There is no longer the great frustration for her and us, as parents, with the limited mobility. She has had an expanded development in her mobility and I think 100% of that is due to how dedicated ●●● is to her future. Thank you!
31. There needs to be greater contact between families and community resources—I will be personally working on this issue in the upcoming months!
32. They have been so helpful and caring. My child is about to turn 3 and I am really going to miss NEIS's services. I wish they can continue to help her for a couple more years.
33. They have been wonderful, and helpful in so many ways. I have seen huge progress, not only in my 2 children, but many others, that we have had contact with that are also through NEIS.
34. This is an extremely valuable program. I have learned so much. My children have improved leaps and bounds as a result of the little things/lessons I easily added to our daily routine. I enjoyed the appointments and look forward to them. I never felt judged or looked down upon when asking any question. Regardless of how stupid, I always was given an answer in a caring manner. I don't know what I'd done without it.
35. This program is invaluable. I am very confident with their support, my child will be able to function in society. I am . however, concerned what will happen at age 3.
36. We are about to transition our child to California because we are moving. Our sources have been wonderful in Nevada and our child has made amazing progress. Thanks!
37. We have had a very positive experience with NEIS with both of our children. I have been most impressed by the length and thorough approach to evaluations by the staff and pediatrician. Both of my children have benefited from NEIS's services and we are so thankful for all of the help and attention. Thank you. The ●●● Family P.S. ●●● was really great to talk with about our pre-mature baby. She spent more time with us in one session than any doctor in the 9 wks in the NICU.
38. We have not had help of any services outside of NEIS. But they have been way helpful and thorough in all of ●●●'s care.
39. We have thoroughly enjoyed our time with NEIS and are sad to be leaving them since our children have become of age that they no longer need NEIS. They have helped us in many ways, transition into preschool and medical issues. We really appreciate all that was done for us through NEIS. Thank you.
40. We really appreciate the work the therapists have done with out child, and the guidance they have given us. This resource has been invaluable and made a tremendous difference in our lives.
41. We were suppose to get Early Partners Program. Out preschool filled out all of the necessary paperwork we were told the stipend and support would kick in. It never did and communication on this program was poor.
42. While I agree w/ much here, I think it is important that service providers do assessments on a more timely manner. We had things written up that should have happened months ago and didn't happen until a week before my child's 3rd birthday. Because of this my child lost his opportunity to see a specialist that I believe could have been very helpful. For the most part, I am happy with my experience.
43. Yes, i have 4 boys, two are already graduated and go to pre-k now, they have learned a lot through them.
44. Yes, I have four boys, two who already graduated from the program, which helped them, now my other ones can help them my other two boys.
45. You saved my sanity and gave me a life!
46. Your program is a blessing and you employees are wonderful. They are a huge help in a very distressful time. Thank you all especially ●●● for your love, support and handwork to help me and my child.

Northeast

1. Early intervention services has been a great help for our family. We have learned so much. All the providers are so nice, caring, and helpful. I feel Early Intervention is a great program. I don't know where my child would be without it!
2. I think that my child already doesn't need help because he already talks and does activities of a kid his age.
3. It has helped us stay focused at a stressful time, and reassures us that we are doing everything that can be done for our child. I really don't know how we would have made it through that first year without them.
4. My service providers are wonderful! I feel they genuinely care about our child and he's development. They also have been supportive to me, his mom, and have made me feel like I am capable of teaching and meeting my child's needs.
5. NEIS Staff are rude, undereducated and disrespectful to foster parents. They need to understand that foster parents are professionals—many are actually highly educated—and are licensed by the state. As a general rule, they probably know how to spoon-feed a child and play pat-a-cake. NEIS staff need to be sure to check their files to see if they are dealing w/

a foster parent or a parent who has demonstrated a need for basic infant care. My husband and I are no longer doing foster care as a result of being forced to deal with NEIS staff. We will be writing to the governor and others.

6. Since our child is almost 3 we will no longer be in the program, we are excited but we will miss the ladies who come to see us every month, they're wonderful. Thank you.
7. Thanks, great program with great people!
8. The only issue I have is one time my child is fine and the next they don't remember how old she is etc.... They go back and forth on her abilities and expect her to do things at an older age until they realize how old she is.
9. The providers are great to work with.
10. The therapists and specialists involved with my child are wonderful! They make me feel like I am doing great, regardless of my own doubts. Thank you, thank you, thank you! Keep it up! =]
11. While Early Intervention has been a helpful supplement, I have come to know that nothing can take the place of a functional family with parents who make their children a priority.

Appendix A: Survey Cover Letter & Sample Survey**NEVADA EARLY INTERVENTION SERVICES
FAMILY OUTCOMES SURVEY**

Dear Family Member

The 2004 Reauthorization of the Individuals with Disabilities Education Act (IDEA) has reinforced the requirement that all early intervention programs be able to demonstrate that services provided to infants and toddlers with special needs and their families are making a difference in helping them meet their needs and those of their children. The US Office of Special Education Programs (OSEP) has identified three areas in which states are required to measure the effectiveness of their program. Those areas are:

- Parents know their rights,
- Parents are able to effectively communicate their child's needs, and
- Parents are able to assist their child in developing and learning.

This survey asks for your opinions about your own personal experience and knowledge of Nevada Early Intervention Services. Please be open and honest with your answers and skip any questions that do not apply or you don't feel comfortable answering. This form will be maintained in the State office for the Bureau of Early Intervention Services and will not be viewed by your service providers. Circle the number that best describes your family right now. If you have more than one child receiving early intervention services, we would appreciate you completing one survey for each child. We would like to receive information on your family's experience for each child. **Please return this survey in the envelope provided by November 15th, 2006.** Thank you for taking the time to ensure quality early intervention services for all families in Nevada.

Sincerely,

Wendy Whipple, Part C Coordinator
Nevada Early Intervention Services

Appendix A: Survey Cover Letter & Sample Survey

Nevada Early Intervention Services Family Survey

Demographic Information

1 What is your relationship to the child? ☐ mother ☐ father ☐ foster parent ☐ grandparent
☐ other relative _____

2 Do you take care of the child the majority of the time? ☐ Yes ☐ No

3 Child's gender: ☐ Male ☐ Female

4 Child's ethnicity (please choose one):
☐ Hispanic (of any race) ☐ American Indian or Alaska Native ☐ Asian ☐ Black or African American
☐ White ☐ Native Hawaiian or Other Pacific Islander ☐ Two or More Races

5 Caregiver's ethnicity (please choose one):
☐ Hispanic (of any race) ☐ American Indian or Alaska Native ☐ Asian ☐ Black or African American
☐ White ☐ Native Hawaiian or Other Pacific Islander ☐ Two or More Races

6 Caregiver's gender: ☐ Male ☐ Female

7 Caregiver's age: _____

8 What is the Zip Code of the child's primary residence? _____

9 How many children in your family are currently receiving services from Nevada Early Intervention Services (NEIS)? _____

10 What was your child's age when you first had contact with NEIS? ☐ Birth to 1 year ☐ 1 – 2 years
☐ 2 – 3 years ☐ Over 3 years

11 What is your child's age today? ☐ Birth to 1 year ☐ 1 – 2 years
☐ 2 – 3 years ☐ Over 3 years

12 How long has your child been receiving services from NEIS? ☐ 6 months – 1 year ☐ 1 year – 1½ years
☐ 1½ year – 2 years ☐ 2 years – 2½ years
☐ 2½ years – 3 years

13 What is the primary language spoken in your home? ☐ English ☐ Spanish ☐ Other _____

For each statement below, please select one of the following response choices: strongly disagree, disagree, not sure, agree, strongly agree. You may skip any item that does not apply to your family.

Children grow and develop best when they have needed access to services, programs, and activities in their communities.

	strongly disagree	disagree	not sure	agree	strongly agree
14 We/I have an understanding of our child's strengths and abilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15 We/I have an understanding of our child's special needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16 We/I believe our child is benefiting from early intervention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Families of children with special needs have rights, and there are things you can do if you are not satisfied.

	strongly disagree	disagree	not sure	agree	strongly agree
17 Early Intervention has fully explained our rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18 We/I know how to use our rights if we have concerns about our child's program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19 We/I know about and understand options and are confident making choices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20 My program respects my culture, language, and individual preferences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21 We/I know that as part of our child's early intervention team we have a key role in all decisions related to services for our child and family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22 We/I understand that the Individual Family Service Plan (IFSP) is intended to guide services and supports and can be revised at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues →

Appendix A: Survey Cover Letter & Sample Survey

For each statement below, please select one of the following response choices: strongly disagree, disagree, not sure, agree, strongly agree. You may skip any item that does not apply to your family.

Early intervention is most effective when parents and professionals communicate.

	strongly disagree	disagree	not sure	agree	strongly agree
23 When we/I need information or support our early intervention service provider(s) help(s) to provide or find it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24 We/I know who to contact if we have questions or concerns with the services and supports our child and family are receiving.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25 As a team member of our child's early intervention program, when we/I or one of my family members have a concern about our child's or family's needs, it is addressed in the IFSP in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26 With the information and resources provided by my early intervention program we have a better understanding of our child's development and how it is progressing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27 When we/I communicate with our provider(s) we/I feel valued and respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All parents help their children develop and learn.

	strongly disagree	disagree	not sure	agree	strongly agree
28 The supports and services we/I receive help meet our child's developmental needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29 We/I as a member of our child's early intervention team work together to identify things we/I can do to enhance our child's development that fit into our family's daily routines such as mealtimes, bath time, bed time, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30 We/I have received information about and/or have been helped to access community resources: for example, Early Head Start, WIC, Nevada Check-up, and support groups.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31 The early intervention supports and services have helped our family reach identified goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32 We/I gained confidence in caring for our child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Program Improvement. It is our desire to provide high quality services and supports to your family in order to enhance your child's development.

	strongly disagree	disagree	not sure	agree	strongly agree
33 The early intervention supports and services have helped our child and family make progress toward IFSP outcomes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34 Is there anything else you would like us to know about your child's and family's participation in the early intervention program or process?

END